THE EAST VILLAGE COMMUNITY STUDY: FINAL REPORT

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EXECUTIVE SUMMARY

The purpose of this ten month project was to construct a base of information to be used by The Task Force on Housing in The Downtown. The information would then be used to formulate a plan for the redevelopment of the East Village community that is compatible with the continued accommodation of the existing residents of the area. To this end, we surveyed the residents of East Village as to their service and housing needs, in addition to their attitudes, concerns and opinions about the proposed redevelopment of their community. In particular, a demographic profile of the community was developed and four sub-groups of the population identified: the homeless, the seniors, businesses and community organizations, and the service providers.

Methodology

Three separate survey designs were employed during the data collection process: (1) a self-administered questionnaire; (2) a telephone survey; and (3) face-to-face interviews. In addition, depending upon the group surveyed a different sampling strategy was used. Altogether, a total of 349 individuals, agencies, businesses, community organizations and services were interviewed. The type of research design and the sampling strategy used for each sub-population of the East Village is as follows:

1. **The Homeless:** A face-to-face interview schedule was developed and administered to 110 homeless people using the following services located in or on the periphery of the East Village: The Calgary Drop-In Centre, The Single Men's Hostel, The Salvation Army soup line, and The St. John's Soup Kitchen. Respondents were defined as being homeless if they did not currently have a room, apartment or house of their own, or had not been in their own place within the last thirty days. A *probability proportionate to size sampling design* was used in order to draw a representative sample of all homeless persons residing in East Village.

2. The Seniors: A face-to-face interview schedule consisting of a wide range of standardized questions and measurement instruments was constructed and given to 158 people residing in the seniors' residences located in East Village: Murdoch Manor (n=111), Edward's Tower (n=22) and George King Tower (n=20). A *systematic sampling design*, using a fixed interval with a random start, was used and samples of the residents in each building drawn.

3. The Businesses and Community Organizations: A list of all the businesses and community organizations in East Village (n=47) was generating using the 1990 Key Contacts Directory. All of the organizations and businesses included on the list were contacted and surveyed using a telephone interview schedule. Of the 47 organizations listed, 30 agreed to participate and completed the survey.

4. The Service Providers: A list of all the agencies, providing services to the residents of East Village, located in or on the periphery of the community (n=18) was developed using the 1990 Key Contacts Directory. A self-administered questionnaire was developed and all of the agencies included on the sampling list contacted by telephone. The questionnaires were then distributed to a total of 38 staff employed in the 12 agencies agreeing to participate in the survey.

Findings

The Homeless: The data indicate that the majority of respondents are single males, in their twenties and thirties, who are newly homeless. Roughly half of those sampled have only experienced one bout of homelessness; with most having been homeless for a year or less. Almost all of the participants in the survey had had a permanent place to live prior to becoming homeless and report that their main reason for currently not having a permanent place to stay is "lack of money". That is, they cannot afford either the damage deposit or first months rent required to obtain a place to live. Less than two percent of the sample are committed to a transient life style.

Most of the activities of the homeless occur in the downtown area and most appear to be somewhat socially isolated. The homeless are just as likely to ask no one for help as they are to ask a family member and are even less likely to seek help from a formal agency. The majority of the homeless rate their health as fair to good although 15 percent report hospitalization for mental health

problems and 17 percent received some type of medical care in the month previous to the study. Depression, chemical dependency and brushes with the criminal justice system are the major personal problems suffered by this group.

In light of the needs of the homeless, the services in the East Village provide an excellent first line of defence in providing emergency shelter, food and clothing. However, transitional and long term needs, such as medical care, job training, job finding and stable housing are not readily available in the immediate vicinity.

The homeless are in favour of re-developing East Village and want low income housing be part of the plan.

The Seniors: The seniors living in East Village represent the poor elderly, mainly because they live in low-income housing. Almost 79 percent depend upon government transfers for their income. Most live alone and tend to have slightly lower health than the norm for this age group. An overwhelming majority are very satisfied with all aspects of their housing and the community.

Most of the seniors have access to close social networks, mainly comprised of family and friends. In addition, the buildings in which they live provide an important social milieu. Although satisfied, they report that they do not participate in community activities and do not rate themselves as very involved in the community. The lack of involvement could be related to the fact that they are at the bottom of the income ladder, 31 percent experience health problems that limit recreational activities and some experience language barriers. Most seniors have a positive attitude towards the homeless in the community and report that they do not influence their daily activities.

The seniors would like a number of services in their community which are not currently available. The most frequent request was for an affordable grocery store within walking distance and for a restaurant within walking distance. The recreational facility most requested was a swimming pool. In terms of medical and social services, the seniors would like more homecare services and a medical clinic in the Village.

The seniors are in favour of re-developing the Village and would like to see more commercial development, to a lesser extent general housing and recreational development. They are strongly in favour of extending more services to the homeless, in fact, more so than for themselves.

Business and Community Organizations: The existing business organizations in East Village are primarily small but stable organizations in the commercial and service industries. The not-for-profit organizations are mainly geared to the elderly, the handicapped and multiculturalism. Although over half of the respondents did not feel that the homeless actually interfered with business and their attitudes were not particularly negative, there was some dissatisfaction with the existing shelters in the East Village. All expressed positive attitudes towards the senior citizens.

The organizations are in favour of re-developing East Village, preferring commercial development, followed by general housing development, recreational development and low income housing, not necessarily for the homeless. Over sixty percent believed that services should be extended to the seniors, while 27 percent felt that services should be extended to the homeless.

The Service Providers: The service providers are more than adequately meeting the primary needs of the homeless in the Village. Mental illness of the clients is noted as one of the most serious problems faced by the service providers. Their helping activities tend to be supportive and informational in nature and the provision of concrete help. The identified gaps in services for the homeless have to do with meeting transitional and long term needs which are not available in the East Village

Most service providers appear to be in favour of developing East Village and are primarily interested in extending services to the seniors and the homeless.

RECOMMENDATIONS FOR REDEVELOPMENT

The Community: The following recommendations are based on the observations that there is a weak sense of community apparent in East Village, that people have felt left out of the planning process and that the lack of information can foster destructive community processes.

1. The majority of community dwellers in East Village are in favour of redeveloping the community, indicating that community development should proceed.

2. The process of redevelopment will have to reconcile differing views that can best be achieved by placing community interests before individual and group interests.

3. It is recommended that the process of re-development include the major constituencies of business, service providers, seniors and the homeless in the process from start to finish.

3. It is recommended that the process of redevelopment involve adjacent communities so that planning can be co-ordinated and unnecessary duplication of services and facilities does not occur.

4. It is recommended that those committees already in place which have an interest in housing and services be included in the redevelopment process at least on a consultative basis (eg. Street Liaison Committee; Calgary Housing, etc.).

5. It is recommended that the physical design of the community take into account that a sense of involvement is missing amongst the residents in East Village and that any design should attempt to rectify this situation where possible.

The Homeless: The following recommendations are based on what the homeless perceive to be their needs in terms of available services. The data indicate that homelessness is mainly a function of poverty resulting from unemployment that precludes affordable housing. Whether personal problems contribute to the cause of homelessness or result from homelessness is not the central issue. The fact is, the presence of mental illness, chemical dependency and criminal records exacerbates the problems of the homeless and need to be addressed.

At the same time, the homeless in East Village show considerable potential for change, given the recency of their homelessness, their short period of homelessness, the fact that they are educable and their willingness to work. The resources available

to the homeless are primarily emergency in nature. There are few if no transitional or stabilizing services available to this population in East Village or close at hand in the downtown area. The assumption here, is that services and housing should be offered jointly to the homeless because their problems are multidimensional.

1. It is recommended that there should be several adjustments to the first tier of services in the East Village.

a) It is recommended that the Calgary-Drop-In Centre be funded to open Sundays.

b) It is recommended that three nutritional meals be served 7 days a week in the East Village in conjunction with the downtown area, rather than the current four soup lines that allow for considerable overlap amongst the homeless. It is important that the evening meal be served late enough to accomodate those returning from work. The soup lines should be co-ordinated and managed by the four agencies currently involved to include block funding to the four agencies.

c) It is recommended that a physician attend the two shelters once a week to insure decent health care and continuity of care for the homeless.

d) It is recommended that the two shelters forge a strong relationship with the pharmacy in the area so that prescriptions can be filled promptly. Financial assistance to pay for the prescriptions should be negotiated with provincial or city social services.

e) It is recommended that a referral and information service with follow-up, be made formally available in the shelters or in close proximity to the shelters.

f) It is recommend that the Booth Centre re-think its location in the East Village since it seems to be the unjustified lightening rod for negative public opinion.

2. It is recommended that some basic second tier or transitional services be added to East Village in close proximity to the shelters, and/or any low-income housing that might be developed in the area. There are many ways of organizing these services which will depend on how the community is physically developed. One interdisciplinary agency is a possibility, mobile teams that serve the whole downtown area is another possibility, as is attaching services to the shelters or to low-income housing. The major organizing principle should be proximity and very easy access for the homeless.

a) It is recommended that an agency, or perhaps one already involved in employment, should provide assistance with job skill assessment and training consistent with the needs of the local economy. The agency could provide help in locating jobs for the homeless, and help with transportation to the work site and could advertise the availabilty of a labour force in order to generate more jobs.

b) It is recommended that a service similar to, or a representative of the Connection Housing Society, be in close proximity to the shelters in order to assist in the finding of affordable housing. At minimum, the shelters should have a close working relationship with this Society.

c) It is recommended that intensive mental health counselling be made available immediately to the homeless. This service should have very close links to psychiatric care. If the service was mobile it could serve the whole downtown area including the East Village.

d) It is recommended that a service that assists those who are, or have been involved with the criminal justice system, should be made available through the Elizabeth Fry Society, the John Howard Society and/or the Remand Centre.

e) It is recommeded that those providing services to native peoples should become more involved in offering services to the homeless.

3. It is strongly recommended that more low income housing be provided for the homeless in the East Village.

a) A facility very similar to Street City with supporting services is highly recommended as a transitional form of housing to help move the homeless into mainstream society.

b) Low-income housing that is permanent, such as basic bachelor suites or rooms in supervised rooming houses, with meal services and social services attached, is recommended.

c) It is recommended that mechanisms to immediately provide the homeless unemployed with financial assistance to pay for rent should be explored with provincial and city social services.

d) It is recommended that the procedures surrounding the "Rent Report" required by provincial social services should be reviewed.

9.3 The Seniors: The data for the seniors indicate that they are a low income group with slightly poorer health than the national average for this age group. The respondents perceive themselves as having few needs and are extremely satisfied with their living conditions. It is worth noting that seniors are the least likely to use or want social services so those needs that are mentioned should be taken seriously.

1. It is recommended that an affordable and an accessible grocery store, within walking distance from the seniors' towers, be part of the plans for re-developing the East Village.

2. It is recommended that at least one affordable restaurant and coffee shop be located close to the seniors towers.

3. It is recommended that a swimming pool be considered in the plans for future development that includes design features that would accomodate seniors.

4. It is recommended that homecare services become more accessible to the seniors living in the towers.

5. In light of some of the problems the seniors experienced with alcohol and eviction, it is recommended that services of the city outreach team and O.P.E.C.S. be augmented.

6. It is recommended that serious consideration be given to establishing a medical clinic in the community that could also be used by the proposed new, incoming population.

7. It is recommended that any retail development or park development include design features that would encourage the seniors to spend more time in their own community.

9.4 Businesses and Community Organizations: The following recommendations have to be viewed with caution since the response rates to many questions were quite low. The following recommendations elicited the most agreement.

1. It is recommended that re-development include retail stores and commercial office space in the East Village.

2. It is recommended that general housing development in the form of high rise and low rising buildings be considered in the plans for East Village.

3. It is recommended that the recreational development to be considered could include a park, a fitness centre, a recreation centre and tennis courts.

4. It is recommended that linkages between the homeless, service providers and the businesses in the area should be strengthened to promote more positive relationships.

9.5 The Service Providers: The service providers in this study were drawn from the downtown area as well as East Village and served a wide variety of clients. The group most relevant to this study are those servicing the homeless and the seniors so that the following recommendations apply to them. The recommendations focus on how to provide more efficient and effective service.

1. It is recommended that the agencies serving the homeless receive stable funding so that they can devote more time to service delivery and less time to matters of survival.

2. It is recommended that a mechanism for funding that reduces competition between agencies should be sought. An example would be funding one umbrella organization comprised of all the relevant organizations who could, in turn, allocate service dollars. This would

encourage more positive relationships amongst agencies and would lead to more rational planning.

3. It is recommended that community linkages between service providers to both the homeless and the seniors in East Village should be encouraged to determine what services could possibly be shared as exemplified in the work of the city outreach team.

4. It is recommended that , if the range of services to the homeless are to be expanded at the primary or emergency level, then increased and different staffing patterns will be required.

5. It is recommended that if specialized services are to offered to the homeless at the transitional stage, that the level of training should reflect this specialization.

6. If more services are to be provided to the residents of East Village, it is recommended that a proportion of the existing service personnel should be encouraged to use case management strategies with their clients.

7. It is recommended that funds should be allocated to the continuing education of those servicing both the elderly and the homeless.

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1. LITERATURE REVIEW

1.1 INTRODUCTION

Few of our contemporary social problems rival homelessness in the public attention received in the last decade.[1] There are ample and obvious reasons for this attention, for the plights of the homeless easily evoke empathy and concern. Regrettably, the high level of concern has not produced much in the way of empirically adequate knowledge about the extent of homelessness and the conditions that produce it.

There is no agreement about the size of the homeless population nationally (McLaughlin, 1987; Fallis and Murray, 1990) and equally wide variations exist in the estimates for provinces and cities (c.f. Edmonton Coalition on Homelessness, 1987; Ontario Ministry of Housing, 1988; Horizon Housing Society, 1989; Calgary Inner-City Housing Report, 1990). The sources of homelessness are not understood in any detail. Is homelessness primarily a housing problem, a result of deinstitutionalization of the chronic mentally ill, a matter of choice, a manifestation of the breakdown of the family, a symptom of the inadequacies in our welfare system or a combination of these and other factors? Many would say yes to all of these factors despite less than compelling evidence. Unquestionably, there have been many dramatic and moving descriptive accounts of the plight of homeless people, but these do not cumulate to precise knowledge about the extent and character of the problem of homelessness (Rossi and Wright, 1989).

There are many ways in which the study of homelessness could be approached and many ways in which a literature review could be organized. In light of the less than adequate state of the existing literature and in keeping with the Subcommittee's objectives, the following literature review is guided by two

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1. The burgeoning concern for the homeless can be indexed by by the number of listings under "homelessness" in the *Reader's Guide to Periodical Literature* (New York: H.A. Wilson, 1976, 1983-85). In 1975, there were no listings; in 1981, 3; in 1982, 15; in 1983, 21; and in 1984, 32.

major considerations: (1) the need to identify issues that are *relevant* to the East Village study and (2) the need to *critically* review the research that is relevant.

(1) it is important to note that there is an enormous earlier literature pertaining to the homeless which represents the evolution of the problem through different historical times - at least from colonial times in North America. For the sake of convenience, this whole body of research can be grouped according to three historical phases.

Homeless people have always existed in North American society but the first group to genuinely capture the interest of researchers were the "hoboes", transient men who "rode the rails" and "skid row bums", older, usually white males whose life style was compromised by chronic alcoholism. Scholarly interest in these populations spawned an expansive ethnographic literature with a number of the studies becoming sociological classics (c.f. Anderson, 1940; Bendiner, 1961; Wallace, 1965; Allsop, 1967; Spradley, 1970; Bahr, 1973). While these studies provide valuable information about an earlier time, they are no longer relevant to the current North American city which has undergone, and continues to undergo, ecological change. (Wright and Lam, 1987). Homelessness has made a "comeback" in the 1980's but the character of homelessness has changed (Wright, 1989).

Because this research is only of historical interest and has limited methodological utility given the requirements of the proposed study of East Village, we do not review it.

The second time frame that generated a wealth of information was just prior to, and after 1987, in recognition of the United Nations designation of 1987 as the International Year of Shelter for the Homeless (IYSH). Starting in about 1982, (when the United Nations targeted 1987 as the IYSH), numerous articles flooded journals, magazines and newspapers.

Canada did not ignore 1987. There was a "Canadian Conference to Observe the International Year of Shelter for the Homeless (Sept., 1987) and the

Canadian Council on Social Development mounted a national study that provided a "snapshot" of Canada's homeless on January 22, 1986. A second phase of this study involved workshops in every province and territory to address homeless issues. Many universities (eg. York, British Columbia, Manitoba) cities (eg. Halifax, Toronto, Calgary) and organizations (eg. Canadian Real Estate Association) made significant contributions to mark the IYSH. The most relevant aspects of this literature are reviewed in this report since they constitute the major source of Canadian information.[2]

The third era of literature is that which is currently being produced and which is best viewed as "a sober second thought" about what was generated in response to the the years leading up to and including the IYSH (Marcuse, 1988; Wright, 1989; Fallis and Murray, 1990). This literature questions what has been taken for fact and has begun to challenge a number of the myths that have surfaced in the last several years in response to the IYSH. This newer literature is especially key because it lays out the issues and trends in bold relief, all of which have some bearing on the East Village study and the work of the Subcommittee.

(2) The research on the homeless has not been particularly rigorous by most scientific standards, an enduring feature of "newer" areas of investigation that demand immediate attention (McDonald, 1991). Most studies have been atheoretical, samples of the homeless have been small and non-representative, service providers rather than the homeless have been interviewed, operational definitions of homelessness widely vary, few studies have been correlational in nature, and few have proposed any empirical models of the relative saliency and interrelation of the factors associated with homelessness (Hudson, 1988).

More to the point, the pressure "to do something about the problem" has promoted the outpouring of articles that exaggerate the problem and its characteristics in order to gain attention and attract dollars to ameliorate the situation. As a result, the body of research has focussed on either exploratory

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2. The application of American data to the Canadian context should be done with caution. For example, the health and welfare systems are noticeably different (eg. Canada's program's are more universal than those in the US) and housing policy is different (eg. responsibility splits between levels of government differ as do those between the private and public sectors).

or descriptive studies that carry little empirical weight. The moral ambivalence and attendant controversy further clouds the literature as each group, with vested interests, promulgate their views (Hoch, 1988). In the haste to solve the problem, researchers, policy makers and practitioners use whatever is available in the research as they tackle the homeless problem. The end result is more research of the same ilk and policy and practice constructed on a questionable foundation.

We wish to avoid this trap of expediency in the East Village study as much as possible given the various constraints on the project. An aimless and descriptive review will add nothing to the already numerous, national and local reports available to the Subcommittee (c.f. Fallick, 1987; City of Calgary, 1987; Ontario Ministry of Housing, 1988; Calgary Inner-City Housing Committee Report, 1990).

Our strategy here is to review what is relevant in terms of informing the objectives, the design and the instrumentation for the study of the homeless in East Village. In this capacity, we need to consider the various profiles of the homeless available in the literature, the proposed causes of homelessness, the attitudes towards the homeless, the housing issues, the service issues and solutions that have been seen to be viable in housing the homeless. In each of these sections, the literature will be be viewed with a critical eye as to what is missing in terms of knowledge and what constitutes sound methodology. Both of these dimensions should enhance the quality of the study under consideration.

1.2 THE MATTER OF DEFINITIONS

1.2.1. The Importance of Definitions

Defining homelessness for either research or operational purposes has proven to be a rather sticky business. Almost every research or governmental report struggles with the issue of how to establish consistent parameters for a definition of homelessness (Fallis and Murray, 1990). For example, it is easy to agree on the extremes of a definition: a man who sleeps on the river bank and

has no where else to go would obviously be considered homeless in any conceivable definition of the term. But there are also many ambiguous cases. There are those who live in their cars or vans, those who temporarily "live" in jails, hospitals, or other institutions, those who live in cheap hotels for two weeks of the month and on the street the rest of the time, those who live temporarily with "friends", those who live in abandoned buildings and cardboard boxes and those who consider emergency shelters their "home" (Wright, 1989).

These definitional ambiguities are not simply scholastic matters of debate - the definition chosen has serious ramifications for the victims of homelessness and those "at-risk" for homelessness, the people who study them and the people who make policy for them. A definition of homelessness, is *ipso facto*, a statement as to what should constitute the floor of housing adequacy below which no member of society should be permitted to fall. It is equally obvious that the number and existential circumstances of the homeless depend in no small part on how the phenomenon is defined (Rossi and Wright, 1989). The characteristics of the homeless, including how they achieved this status, indicate the degree to which permanent shelter and accompanying health and social services can solve the problem, if at all (Keyes, 1990).

1.2.2 Current Definitions

There are almost as many definitions of homelessness as there are studies and they represent a wide range of differing conditions. One of the most cited definitions in Canada was put forth by the United Nations. The United Nations chose a very broad definition of homelessness that included two kinds of people: (1) those who have no home and who live either outdoors or in emergency shelters or hostels and (2) people whose homes do not meet UN basic standards. These standards include adequate protection from the elements, access to safe water and sanitation, affordable prices, secure tenure and personal safety, and accessibility to employment, education, and health care (Cox, 1986).

This is a very comprehensive definition that implies a continuum of uncertainty regarding housing and literally encompasses almost all definitions found in the

current literature.[3] Where to draw the line on the continuum is the essence of the definitional problem.

The total absence of shelter, sometimes called absolute or literal homelessness, is the extreme end of that continuum (Schwab, 1986). The majority of studies reviewed use some variation of the extreme end definition. The other end of the continuum represents what we in Canada call, the "social housing problem" which is discussed in terms of core housing need.

Core housing need is defined in a two step process. First it is established whether the household has one of three basic housing problems: adequacy, suitability and affordability and secondly, if one or more of these problems are present, is the household income large enough to solve the problem, e.g. ability to find suitable housing for less than 30 percent of the household income (Canada Mortgage and Housing, 1988; Murray, 1990). Core households have been seen as those "at-risk", those who could quickly slide along the continuum into absolute homelessness. As an example, the *Edmonton Inner City Housing Need and Demand Study* (Edmonton Coalition on Homelessness, 1990) includes people "at-risk" for becoming homeless but most studies do not consider this group, usually because the resources are not available for studying such a potentially large population.

A study by Canada Mortgage and Housing used these indicators and found that of 8.75 million private households, housing problems were experience by 33.8 percent, 28 percent of owning households and 44 percent of renter households. Affordability was the most common problem for both groups but especially for the renters - about 60 per cent noted this problem (CMHC, 1988). We only offer these figures as illustrative of how huge the problem of homelessness can become when "at-risk" for becoming homeless is included in the definition. In Ontario, for example, a "Minister's Advisory Committee for the Homeless," estimated that, of the households in core need, about a 100,000 are at

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[3] (c.f. Brown et al., 1983; Bassuk, 1984; Crystal and Goldstein, 1984; Morse et al., 1985; Robertson et al., 1985; Rosnow et al., 1985; Solarz and Mowbray, 1985; Fischer et al., 1986; Hope and Young, 1986; Ladner et la., 1986; Milburn and Watts, 1986; Roth and Bean, 1986; Bingham et al., 1987; Freeman and Hall, 1987; McLaughlin, 1987; Burnam and Koegel,1988; Hudson, 1988; Burt and Cohen, 1989; Pillavin et al., 1989; Rossi and Wright, 1989; Sosin,1989; Fallis and Murray, 1990).

substantial risk of becoming homeless should their economic or personal situation worsen (Ontario Ministry of Housing, 1988).

The body of literature pertaining to definitional issues also makes a number of distinctions among homeless individuals - the marginal, the economic homeless or new homeless, the situational homeless, the episodic or periodic homeless and the chronic homeless to mention a few (Crystal, 1984; Rivlin, 1986; Freeman and Hall, 1987; Axelson and Dail, 1988; Rossi and Wright, 1989; Keyes, 1990). As would be expected, there is considerable argument in the literature about these categories (c.f. Hirsch, 1986; Freeman and Hall, 1987; Keyes, 1990). The categories mix two different sets of characteristics of the homeless - the causes of homelessness and the length of time of homelessness. As well, the categories are not mutually exclusive or exhaustive, probably because they have received little thought (Keyes, 1990). As an example, economic homelessness means those persons who are out on the street simply because they cannot find an affordable place to live. Situational homelessness refers to those who are fleeing from some dangerous or traumatic situation. Someone (a battered women) fleeing for her life, most often, cannot afford alternative housing and would fit both categories.

Nevertheless, these categories are significant because they provide more information about the homeless that could be helpful in determining the degree to which housing is the entire or partial solution to homelessness and the role of other supportive services. In the case of the chronic homeless, these people are usually afflicted with alcohol or substance abuse problems, mental illness and are unable to organize themselves in the housing market without support. Housing may not be enough for these people.

1.2.3 A Definition for East Village

The proposed study of East Village would suggest the use of a more stringent definition for a number of reasons. From preliminary field work it is obvious that we are addressing those homeless people who fall closer to the definition of the absolute homeless, that is those who sleep on the street and those who use the emergency beds at the Drop-In Centre and the Salvation Army Booth Centre. There are few rooming houses and "flophouses" left in the district and only three

hotels which are easily sampled. "At-risk" persons are more likely to live in other sections of the core downtown. As well, this would appear to be the group that the Subcommittee is most concerned about in terms of redevelopment.

Of all the possible definitions that would apply to the East Villagers, the most objective, easily operationalized and relevant definition is drawn from an American study (Burnam and Koegel, 1988). The study of skid row in Los Angeles is one of the few superior studies in the literature. The skid row study used random sampling, standardized measurement instruments and a lengthy interview schedule (one and a half hours). As well, the project focussed on one geographical area characterized by a large number of absolute homeless persons and heavy service concentration (Burnam and Koegel, 1988). East Village, although much smaller, has the same characteristics - it comprises one geographical area, it is suggested that there is a high concentration of absolute homeless persons in the area and maintains two of the four homeless shelters within it borders.

In this study, the homeless are considered to be those people who do not currently have a room, apartment or house of their own, or have not been in their own place within the last thirty days (Burnam and Koegel 1988:132). The 30 days has the advantage of covering those individuals who only face the need for beds and meals during the early part of the month when their income from transfer payments run out (cheques arrive at the end of the month). At the same time, the 30 days is short enough to yield a cross-section of the population in time. Not being in ones own place in the last 30 days allows us to capture those on the move such as Native persons who may have a place on the reserve but, for whatever reasons, have come to the city. The definition is less likely to be biased since it does not solely rely on those who only use beds in emergency shelters.

Because the definition excludes those who are "at-risk" for homelessness, the population estimates are likely to be smaller than current reports and agency figures. This can be seen as a drawback or merit depending on how the data is to be used and who uses it. This definition, of course, does not solve all the definitional ambiguities, but it clearly specifies the population of interest to the Subcommittee.

While the "at-risk" population is excluded from our sample, the literature on those with core housing problems alerts us to the possibility of assessing the extent of this problem when interviewing the senior citizens and the physically handicapped living in apartments and those persons permanently living in hotels and rooming houses. We therefore propose to include the major indicators for being "at-risk" for loss of housing within these questionnaires which will be different from the homeless questionnaire.

In the light of the categorical designations of homeless persons in the literature, we propose to determine how long people have been homeless and how they came to be homeless because this information will assist in determining the type of housing the homeless might prefer (objective a).

In brief, we have looked at the issue of definitions in order to determine what would be useful to the East Village study. Previous research has provided a useful definition for homelessness, has sensitized us to the need to consider those who may be "at-risk" of becoming homeless and has underlined the importance of knowing the causes of and length of time of homelessness.

1.3 THE NATURE OF THE PROBLEM

1.3.1 The Question of Numbers

As early as 1938, Charlotte Whitton, then a member of the Canadian Welfare Council (now the Canadian Council on Social Development) recommended that a regular census of people using shelters be conducted as a method of monitoring social need. It took the Council almost a half a century to get around to the task and only because it was the International Year of Shelter for the Homeless. On the same day that preliminary estimates of the 1986 Census were released, the CCSD conducted a "snapshot" survey of agencies providing service to people in need of temporary and emergency shelters. The Report of the National Inquiry represents the most ambitious and large-scale attempt at counting the homeless in Canada (McLaughlin, 1987).

The survey identified 472 shelters that exist primarily to serve the homeless and destitute. Shelter capacity was estimated at 13,797. The overall occupancy rate of the 238 shelters that responded was 77 percent. Consistent with American data and smaller scale regional studies, the largest group using shelters was men staying in men-only hostels: 61 percent. Women constituted 27.5 percent and children held a 16.4 percent share of the reported residents. The reasons for using the shelters in order of importance were unemployment, 54.7 percent; on social assistance, 51.5 percent; alcohol abuser, 33.3 percent; and current or ex-psychiatric patient, 20.1 percent. With some statistical manipulation, the CCSD came up with an estimated range of 130,000 to 250,000 homeless people during the year. This estimate represents about 0.5 to 1.0 percent of the Canadian population, a supposedly conservative number (McLaughlin, 1987; Murray, 1990).

Closer to home, the Horizon Housing Society estimates that there are between 5,000 and 7,000 people in Calgary who are temporarily homeless, based on information provided by agencies. This estimate represents about 0.5 to 1.0 percent of the Calgary population. The high risk population is estimated to exceed 10,000 of the population (Horizon Housing Society, 1989). The characteristics attributed to the homeless are difficult to assess because no information about how the data were analyzed is presented.

These two relevant studies, like almost all the studies on the homeless in Canada (c.f. Bairstow, 1987; Edmonton Coalition on Homelessness, 1987; Fallick, 1987; Ontario Ministry of Housing, 1988) and a number in the United States (Hombs and Synder, 1982; U.S. Department of Housing and Urban Development, 1984), suffer from serious methodological flaws. Neither Canadian study randomly sampled the population thereby making estimates of population size inaccurate. Comparisons between random surveys and non-random surveys show that the estimates of numbers and the attributes of the homeless differ significantly (Freeman and Hall, 1987; Burnam and Koegel, 1989; Burt and Cohen, 1989; Wright, 1989; Rossi and Wright, 1989). Rather than sampling the homeless, service providers were interviewed, introducing another source of systematic bias. In addition, there is the difficulty of self-

selection bias that goes with using agencies as a sampling frame (c.f. Piliavin et al., 1989).

Attending to methodological issues is not idle academic nit picking because the size of the homeless population has serious implications for policy formation, the cost of housing and health and social services and the requisite manpower to deal with the problem. Indeed, one of the major goals of the East Village study is to take a reading on the numbers of homeless and to solicit their views on redevelopment in the village. While some may not see the merit of reviewing methodological issues we think it to be very important if we are to *accurately* represent the numbers and the views of the homeless in East Village.

The most extensive and sometimes bitter debate in the literature on the homeless has to do with estimating their numbers. The source of the controversy can be traced to problems with definitions, and the lack of methodological rigor.

The matter of definition, not surprisingly, is a crucial part of this debate. There are two issues on this front. Because every study chooses to use a slightly different definition, national and regional estimates become risky and comparisons amongst regions are out of the question. Despite this reality, researchers, the media, service providers and the public do not hesitate to quote figures at will, as if they were fact (Hudson, 1988). More seriously, they use this inaccurate information for planning purposes. The second issue is a moral one. Many writers have illustrated how different constituencies use different definitions to manipulate the size of the problem according to their own vested interests (Hopper, 1984; Marcuse, 1988; Hudson, 1988). Wright (1989) argues that service providers and advocacy groups for the homeless tend towards definitions that enhance the magnitude of the problem whereas politicians and government bureaucrats (eg. ex-President Reagan) tend to minimize the problem. The vitriolic debate over the HUD study of the homeless in the United States (1984) is an example of this process and is still fertile ground for criticism today (Freeman and Hall, 1987; Rossi and Wright, 1989).

The lack of methodological rigor in estimating the numbers of homeless is another matter for debate. The most recent and interesting debate can be seen

between Wright (1988), Snow, Baker and Anderson (1988) and Piliavin, Westerfelt and Elliot (1989) about estimating the numbers of homeless mentally ill in the United States. The essence of the argument is whether or not the use of agencies, not randomly drawn, constitutes a representative sample providing honest estimates of the degree of mental illness among the homeless.

As Burnam and Koegel (1988) note, researchers have all too often resolved the "classical trade-off between methodological rigor and rapid data gathering" by simply ignoring the pressing methodological problems that confront the field of homelessness. Random sampling is, of course, at the heart of the issue. Most quantitative social research methods depend on the assumption that persons can be enumerated and sampled within their customary dwelling units, an assumption that fails by definition in any study of the homeless. As a direct result, there are very few representative studies available in Canada and the United States and what estimates do exist, vary substantially. The majority of this research comes from the time surrounding the IYSH, especially in the United States (Milburn and Watts, 1986).

More recently, however, there has been three excellent American studies, one national and two local, (Chicago and Los Angeles), that represent a quantum leap over previous efforts at sampling (Rossi et al., 1987; Burnam and Koegel, 1988; Burt and Cohen, 1989). The national study, the first of its kind carried out in 1987, conducted 1,704 in-person interviews with a three stage, random sample of homeless adult users of soup kitchens and shelters in U.S. cities with populations of 100,000 or more (20 cities). The flaw in this study would be the fact those "on the street" were not included but the Los Angeles methodology would suggest that this was not a serious problem (Burnam and Koegel, 1988).

The Chicago study developed a sampling design that featured (1) a probability sample of homeless individuals housed in Chicago shelters, and (2) a complete enumeration of all individuals encountered between the hours of midnight and 6 a.m. in all accessible non-dwelling areas (streets, roofs, alleys, abandoned buildings) of a probability sample of Chicago's 19,400 street blocks (Rossi et al., 1987). While this study has its detractors (c.f. Appelbaum, 1986), these two samples together comprised a probability sample of homeless individuals in Chicago, the first of its kind in the literature.

The Los Angeles study improved upon the Chicago study. The overall strategy involved estimating the relative proportions of the homeless population that "passed through" various facilities over a months time (including facilities which served the unsheltered sector of the homeless population), and then randomly sampling within these facilities, numbers of persons that were directly proportional to the average proportion of the population utilizing that facility over the period of a month. To date, this study represents the most sophisticated work in the area of the homeless that matches the conditions of East Village.

The message in the literature about estimating the numbers of homeless is quite clear - ballpark figures have limited utility; it is possible to gain an accurate appreciation of the numbers of homeless people; and, not to do so, results in figures that can be misleading. There is no longer any reason *not* to systematically sample homeless people other than lack of competence or lack of concern for their conditions. As Burnam and Koegel(1989) note, it certainly does not cost anymore. For this reason we will follow the Los Angeles study and draw a random sample from the homeless population residing in the East Village. The sampling frame we propose is outlined in section 3 of this report, as is an overview of the methodological and sampling design employed in the Los Angeles study. After careful consideration, we suggest that objective (a) of the Subcommittee would be better served by a more accurate count of the homeless residing in the East Village.

1.3.2 Basic Demographic Characteristics

Most social scientists agree that the composition of the homeless population has changed. The most direct analysis of the differences between an earlier time and today is by Peter Rossi in *Without Shelter* (1989).[4] Rossi (1989) demonstrates that by comparing an older study by Bogue (1958) to his own more current study, the homeless of today suffer a more severe housing deprivation. Bogue's 1958 study found only about 100 homeless men out of a

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[4] In Canada, we have no reliable earlier studies with which to compare in order to determine if the nature of the problem has changed.

total population estimated at 12,000. Rossi's 1986 study found nearly 1,400 homeless in a total population estimated at about three thousand. In the "old days", the homeless somehow found nightly shelter indoors, usually in flophouses and cheap hotels, most of which have disappeared and which are no longer open to the "new' homeless.

A second major difference is the presence of sizable numbers of women among today's homeless. Bogues's estimate was that women comprised no more than 3 percent of the skid row population in 1958. The national probability study in 1987 found that women comprise about 20 percent of the homeless population (Burt and Cohen, 1989) Of these women, 9 percent were accompanied by at least one child. Rossi's earlier study found about 25 percent of the sample to be women.

A third important contrast concerns the age distribution of the homeless, with the elderly almost disappearing from the ranks of the homeless. Most studies in the 1950's and 1960's routinely reported the average age of the homeless to be in the mid-fifties. Today the average age is in the mid-thirties. Rossi (1987) goes on to highlight the increased economic destitution of today's homeless and the over-representation of racial and ethnic minorities amongst the new homeless.

These studies are American and will be somewhat different from Canada. For example, at least 32 to 47 percent of the single men in the U.S. are war veterans, with an over representation of Viet Nam - era veterans. Most homeless are non-whites (Blacks and Hispanics), which does not match the ethnic mix of Canada. The elderly may even be less in evidence because the social security system and veterans allowances are superior to American transfer payments (c.f. Chappell, 1987).

Besides the study by the Canadian Council on Social Development (McLaughlin, 1987) there are three studies from the capitols of Ontario, Manitoba and Alberta that are generally considered to contain some dependable data (Bairstow, 1987; Edmonton Coalition on Homelessness, 1987; Metropolitan Toronto, 1988). The more recent study by the Horizon Housing Society (1989) does not provide incidence and prevalence rates and it is difficult to ascertain how the conclusions were reached. For example,

suggesting that homelessness is equally divided between men and women or that age is not a factor in homelessness (Horizon Housing Society, 1989:7-8) requires some explanation since these findings fly in the face of current research.

A summary of the findings from the main Canadian studies suggest, at best, that the homeless are more likely to be single men, aged somewhere in the "young" middle aged group, with poor education and having less opportunity to work. Several of the studies suggest that over half of the population is Native, although this is unsubstantiated (Bairstow, 1987). Single women are believed to be less in evidence than single men and younger than the men. Forty-three percent of the single women were believed to be under 25 years of age in the Toronto study (Metropolitan Toronto, 1988).

The number of homeless Canadian families and single - parent families is anybody's guess although most seem to think these groups are on the rise. For example, the single parent families seeking shelter in Toronto increased by at least 240 percent between 1982 and 1987 and is believed to be a manifestation of the problems of family violence (Metropolitan Toronto, 1988). Data on immigrants and refugees is nonexistent except in the Toronto data which provides the only serious indication that this might be a problem for this group. Two-parent families made up 28 per cent of families admitted to shelters in Toronto. Thirty seven percent of these families reported an address outside of Canada one year before their admission to a shelter (Metropolitan Toronto, 1988:3,5). In all three cities, no one has any realistic idea about how many homeless are youth.

Another favoured descriptor of the homeless is whether or not they are mentally ill which is purportedly related to the de-institutionalization of patients in mental hospitals during the 1960's in the three Canadian communities. No study has substantiated the numbers in this category or even if the presence of mental illness can be related to the process of de-institutionalization. Numbers vary wildly (17 percent to 40 percent of hostel residents in Edmonton) and no Canadian researcher has had the opportunity to accurately measure the degree of or extent of mental illness amongst the homeless, as in the United States (Farr et al., 1986; Rossi et al., 1987; General Accounting Office, 1988;

Wright and Weber, 1987; Sosin, 1988; Burt and Cohen, 1989). Other personal problems such as chemical dependency, criminal behavior and the physical health of the homeless have been studied superficially or not all in Canada.

In terms level of education, work history, employment status, level of income and source of income, there is little substantial information to be found in the Canadian literature other than levels of education are low, unemployment is high, over half of the Canadian homeless population are believed to be on welfare but the level of payments is not known.

The scientifically respectable studies in the United States offer a more detailed picture of the homeless and are suggestive of the form the East Village study might take (Roth et al., 1985; Rossi et al., 1986; Farr et al., 1986; Sosin, 1988; Wright, 1988; Burt and Cohen, 1989; Piliavin et al., 1989).

These studies indicate that the largest proportion of the homeless are males (range 73.1 percent to 84.7 percent in the 7 studies). Conversely, between 15 and 24 percent are females. The average age of the absolute homeless falls between 32 and 39, a direct reflection of the average age of the baby boomers.[5] When the homeless are broken down according to single males, single females and females with children, the women with children are the youngest subgroup and single males are the oldest subgroup. About half of the homeless in each subgroup have never been married, which underlines that a sizable proportion of the homeless families are the result of out-of-wedlock childbearing. Educational attainment appears to be the lowest among women with children and highest among single women. The average level of education is between 10.9 and 11 years of schooling for all homeless according to the seven studies.

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[5] The age of the new homeless can be explained by the presence of the baby boomers, a demographic bulge in the system, born between 1947 and 1964. The baby boom has posed serious problems for virtually every institution it has touched in the course of its life span, beginning with the crisis in elementary education and ending ultimately with a possible "gerontological" crisis in about the year 2015-2020. As a cohort, the average age of the baby boom is in the early thirties, almost identical to the average age of homeless people. A really interesting thought has to do with the implications of the aging of the homeless in terms of shelter needs and service needs. No less interesting, is a consideration of the future demand for shelter once the baby boom has made its way through the Canadian population and we are left with the baby bust generation.

The length of a current spell of homelessness falls between 15 and about 22 months. Women with children appear to have the shortest current episodes of homelessness with a mean length of 15 months. Overall, most had their first bout of homelessness between 3 to 6 years ago. In terms of employment, between 22.2 and 38.9 percent of the homeless worked in the last month. Looked at another way, Sosin (1989) found that the absolute homeless had worked 52 percent of their adult life. While income cannot be compared between the United States and Canada, most American studies raise the question as to why the homeless are less likely to receive welfare and why the people who do receive welfare are still in need of emergency food and shelter (Burt and Cohen, 1989).

The major personal problems experienced by the homeless include mental illness, poor physical health, chemical dependence and criminal behavior.

As noted above, the numbers experiencing some type of mental illness is a subject of serious debate in the U.S. and represents one of the major issues in the "sober second thought" literature. Estimates, which are more precise than Canada's and which have been calculated on the basis of actual mental health testing, suggest that between 15 and 33 percent of the homeless suffer from some form of mental illness (Snow et al.,1988; Wright, 1988; Piliavin et al., 1989). The most recent national American study indicates that single women and men are more likely to have histories of mental hospitalization and attempted suicide than are women with children (Burt and Cohen, 1989). However, the figures also reveal that only one fourth of the single women and one fifth of the single men report such histories, showing that public conceptions of universal mental illness among the homeless is distorted. These data are supported in a number of recent studies (Rossi et al.,1986; Wright and Weber, 1987; Anderson et al., 1988; Hagen and Ivanoff, 1988; Cohen et al., 1988; Hagen, 1989; Jonhson, Kreuger and Stretch 1989; Maurin et al., 1989; Mills and Ota, 1989).

Homelessness aggravates any unhealthy condition, either chronic or acute. Several of the more recent studies in the U.S. have shown that about 40 percent of women with children, 44 percent of single women and 33 percent of single men see their health as poor or fair (Burt and Cohen, 1989). A very

recent study found that homeless men appear to be at greater risk of exhibiting physical symptoms but homeless women report more symptoms, a result consistent with general population trends (Ritchey et al., 1991). Rossi et al.'s (1986) finding of 37 percent with health problems is much higher than the American average, (20 percent for low income adults). He and his colleagues also found that 28 percent of the homeless reported health problems that prevented them from working. Wright and Weber (1987) found that physical health problems were significant factors in the conditions leading to homelessness, as reported by medical practitioners treating the homeless. The level of physical health of Canada's homeless is a moot question and may be quite different given universal health care. Whether this health care is accessible is, of course, another matter.

Chemical dependency, mainly alcoholism, among homeless people is fairly stable across studies. About 23.7 to 37 percent of the homeless suffer from alcohol related problems (Stark, 1987; Koegel and Burnam, 1987; Wright et al., 1987; Sosin, 1989). Recent research indicates that 15 to 19 percent of homeless women and 37 to 45 percent of homeless men are alcoholic (Wright et al., 1987; Burt and Cohen, 1989). The highest rate of alcoholism is found among homeless native Americans (Wright et al., 1987; Burt and Cohen, 1989). Alcoholic homeless people suffer more medical disorders and show disproportionately high rates of drug abuse and mental illness. Psychiatric impairment is twice as common among homeless alcoholic women as men (Wright et al., 1987) and individuals with dual diagnosis tend to be younger, never married and childless (Koegel and Burnam, 1987). Farr et al., (1986) found that almost half of the homeless chronically mentally ill people in their study were also chronic substance abusers.

Criminal involvement is much less an issue for homeless women than it is for homeless men. The few studies that have considered this variable find that 85 percent of single women and 80 percent of women with children have never served time in jail or prison, whereas 66 percent of single men have served jail or prison sentences.

A comparison of the quality and type of data collected from the homeless in the United States with Canadian data, collected mainly from service providers,

underscores the general paucity of information available in Canada, the lack of any meaningful detail and the extensive gaps in our existing knowledge. In short, the American data, is suggestive of the type of data that could be collected in the Canadian context and the type of questions that could be asked.

While we have general information about age and gender we have little, if no information about the older homeless, youths, women with children, and two-parent families. We have no substantiated ethnic breakdown of the homeless, no clear grasp of the income of the homeless or their work status. We know even less about their personal problems, other than the fact that problems most assuredly exist (Murray, 1990). We also have a poor understanding of the temporal aspects of homelessness. The review is therefore instructive as to the areas and the subpopulations to be considered, and the degree of precision in questioning (including the use of standardized measurement instruments) that is required in studying the homeless in East Village. The aforementioned studies will be used as guides in developing the questionnaire for the homeless according to objectives (a) and (b) of the Subcomittee

1.4 THE CAUSES OF HOMELESSNESS

It is, of course, insightful to have information about the characteristics of the homeless but, the danger inherent in treating the homeless as only a special population group whose characteristics uniquely define and set them apart, is that it diverts attention away from the factors that combine to produce their very homelessness (Van Vliet, 1989). Stated another way, homelessness is treated as a set of individual problems to be dealt with by charity (Stern, 1984; Marcuse, 1988). The other side of the equation has to do with those structural factors that are external to the individual and which can determine his or her behavior.

The causes of homeless have received considerable attention in the literature which tends to be long on argument and short on evidence. A consideration of the perceived causes of homelessness is not insignificant because causes portend solutions. They also reflect attitudes, a specified variable in the study of the homeless in East Village.

The causes of homelessness can be classified according to two broad categories, structural causes and individual causes. The structural perspective sees homelessness as a component or a reflection of general social, economic and political patterns, not as an isolated, problem, separate and apart (Marcuse, 1988; Van Vliet, 1989). The structural dimensions of homelessness would include such factors as government policy about housing, social welfare and health, the state of the economy (eg. deindustrialization, profit structure of housing), the internal structure of cities (eg. gentrification) and so forth. The individual or social psychological perspective sees the causes of homelessness to be a result of the person's individual characteristics such as his or her wants and desires, human capital (eg. level of education or skills, work experience), social relationships (eg. disaffiliation, no family) and personal behavior (alcoholism, mental illness). The earlier research focussed on individual attributes (c.f. Rooney, 1961; Wallace, 1965; Bahr, 1970, 1973) and the more recent research have moved to more structural explanations (c.f. Axelson and Dail, 1988; Hudson, 1988; Sosin, 1989; Van Vliet, 1989; Wright, 1989).

1.4.1 Individualist Explanations

The stereotypes about the homeless that have sprung up in the last decade are couched in individualist explanations of homelessness. One of the most popular is that the homeless are all crazy people who have been let loose from mental hospitals. A variation is that they are all old drunks. Still another view is that they are welfare leeches living off the dole. An especially popular view that sprang to life during the Reagan years was that most of the homeless are, as Reagan put it, "well we might say, homeless by choice," people who have set aside conventional society in favour of a life style that is unfettered by bills, mortgages and related worries (Marcuse, 1988:86; Wright, 1989:46).

A careful reading of the literature would suggest that all of these stereotypes are true of some homeless people and none of them are true of all homeless people. The causes of homelessness implied in these stereotypes are not adequate in explaining the condition of homelessness. As seen earlier, the homeless are not all crazy, only about one third suffer from mental illness, so what about the remaining 66 percent? Furthermore, the process of

deinstitutionalization began in the 1950's, accelerating in the 1960's and by the 1970's most people destined to ever to be deinstitutionalized had been (Freeman and Hall, 1987; Wright, 1989).

This observation is not intended to make light of the very serious mental health problems that some homeless people endure, but to suggest that it is a major, direct cause of homelessness is not correct in face of the evidence. It would be more fruitful to determine if in fact homelessness *causes* mental illness. For example, a study by Sosin (1989) compares a random sample of homeless people with very poor, domiciled individuals, the results indicate that well over a third of the homeless who had been in mental hospitals were admitted for the first time *after having already become homeless*. What is more, the scores on measures of symptoms of mental illness did not differ significantly between the homeless and the domiciled (Sosin, 1989:27-28).

He also found that the rate of alcoholism amongst the homeless and the domiciled poor was not significantly different. It is also worth recalling that approximately 23 to 37 percent of the homeless experience alcohol related problems, leaving a large proportion (about 60 percent) who do not. Most studies have shown that only about half the homeless receive governmental assistance in the form of governmental welfare assistance. This figure may be higher in Canada given differences in the welfare systems but this is unknown other than what was found in the *National Inquiry* (McLaughlin, 1987). In reference to the choice issue, Wright (1989) offers the more reasonable argument. In addressing what he calls the "worthy" and "unworthy" homeless, he shows that when the worthy homeless are discounted, eg. not women, children or youth, not elderly, not veterans, not mentally ill or physically disabled, not currently working and not looking for work, we are left with maybe 5 percent of the homeless.

Sosin (1989) calls into question the human capital argument by comparing the homeless with the never homeless, poor, domiciled. He clearly finds that the homeless demonstrate no large significant differences in education, work history, lifetime high income, or even a self-reported measure of family economic background when the comparison is made.

When the newest members to the ranks of the homeless are considered - youths and families - the basic cause, according to most studies, is not of the individual's making. While youths may engage in illegal activities such as drug abuse and trafficking, prostitution and/or solicitation, they are homeless mainly because of sexual and physical abuse and other related family problems, being "push-outs" or "throwaways" (Artenstein, 1990). Women with children are postulated to be on the street because they are fleeing family violence, they have no income, are more likely to be unemployed or underemployed and they have little or no access to reasonable housing (Hagen, 1987; Johnson, Kreuger and Stretch, 1989; Maurin et al., 1989; Mills and Ota, 1989). While these newer studies are subject to myth making as well, they do point to structural causes of homelessness.[6]

It is important to put to rest some of the more harmful individualistic assumptions about the causes of homelessness, not only to avoid blaming the victim but also to avoid proffering solutions to the problem that will not be effective. The implicit assumption behind this approach is that the characteristics of the individual determine his/her likelihood of being homeless; if government can intervene to improve character and change behavior, to make the likely future homeless comply better with the mainstream rules of society, then some homelessness will be "prevented" (Marcuse, 1988). If it was even possible to "fix" the rather daunting number of homeless people, they would still have a problem if there was no available affordable housing.

On the other hand, providing affordable housing will not totally alleviate the problems of mental illness or alcoholism, other forms of substance abuse or criminal behavior (Isaac and Armat, 1990). Like most social problems, homelessness has many complex causes that are sometimes difficult to disentangle, particularly the inter-play between individual and structural factors. What is clear though, is that the individual explanations are quickly losing

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[6] The family violence argument appears to be in danger of becoming the new myth to explain women's' homelessness. Recent studies indicate that about 11 to 40 percent of women identify physical and sexual abuse as a reason for leaving home (Anderson et al., 1988; Maurin et al., 1989), a rather broad range and a media favorite (Haynes & Locherty, 1990). While family violence is undoubtedly a part of the problem, a focus on it as a sole cause detracts from economic factors and the lack of low-income housing.

ground in the face of mounting evidence about the influences of social, economic and political structures.

1.4.2 Structural Causes of Homelessness

The structural causes of homeless can be organized into three groups: those relating to income and employment, those relating to the changing internal structure of cities and those preventing an increased supply of housing units (Wright, 1989; Van Vliet, 1989, Fallis, 1990). The three sets of factors cannot explain homelessness in their own right, but taken together they make for a plausible explanation.

In the early 1980's the severest recession since the 1930's occured in Canada. Real income ceased growing and even fell. From 1981 to 1983, real per capita personal disposable income fell 3 percent and real household personal disposable income fell 8 percent. The poverty rate rose and housing became less affordable for everyone. The burden of the recession was not equally shared however. The unemployment rate rose from 7.1 percent in 1976 to 11.9 in 1983. Those who remained employed during the recession suffered a slight loss in real income while some enjoyed modest gains. Those who became unemployed, however, bore the brunt of the contracting economy. Their incomes fell much more than the Canadian average; and for them housing became less affordable.

As well, many of the poorest households derive their income from social assistance rather than from a job and, hence, data on per capita disposable income do not reveal how their situation has changed. Because the real value of social assistance rates increased significantly in the 1980's, as much as 45 percent for some case types (Ottawa, 1986) cutbacks in welfare transfer payments cannot be solely blamed. The real problem according to Fallis (1990) was that many people fell from being employed to being on social assistance. Social assistance payments are only about half of what Statistics Canada defines as the poverty line making housing very difficult to afford (Fallis, 1990). A case in point would be that a social assistance recipient in Ottawa would have to spend 60 to 70 percent of their income to rent the average apartment

appropriate for their family size (Ottawa, 1986).[7] Social assistance has not been enough at the outset and the purchasing power is diminishing despite real increases.

Homelessness can therefore be viewed with some confidence as a partial function of poverty (Rossi et al., 1987; Burt and Cohen, 1989; Wright, 1989). If there is no money there will be no housing and with no job there will be no money (Marcuse, 1988). As incomes at the lowest end of the income distribution, whether from low wage jobs or welfare, shrink in relation to the cost of living, it is inevitable that some will fall off the bottom of the scale when it comes to housing. But this is not the whole story. There does not appear to be enough available affordable housing.

Over the last 15 years in many Canadian cities, middle-income households have moved into lower income and sometimes deteriorating inner city neighborhoods. They have renovated much of the housing stock and transformed the areas into middle-class neighborhoods. The process is most commonly called gentrification, although it has been variously called inner-city revitalization, an urban renaissance, and white painting. Gentrification is much praised for rejuvenating inner cities and for adding tax revenues to strapped city governments.

Gentrification is a convenient term for far-reaching changes in city structure. The chain of gentrification begins with the economic: de-industrialization. De-industrialization refers to the decline in manufacturing, the rise of the service sector, the replacement of blue-collar jobs by white collar jobs, advanced technology, centralized corporate control and increasing proportions of professional, technical and administrative jobs leading to increasing demands for high quality housing adjacent to the central business districts of major cities (Marcuse, 1988).

The process has been supported by all levels of governments but it has also been the much maligned target of a number of writers (Marcuse, 1988; Fallis,

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[7] Osterman's housing allowance of $180 a month for single employables could also be considered a case in point.

1990). The gentrification process removes many low-rent dwelling units from the rental market. Houses once rented to many households become single owner occupied houses. Apartments are renovated and command much higher rents. Apartments and rented houses are demolished and replaced by more expensive housing. Rooming houses and residential hotels are demolished or converted to more profitable uses (Hamnett, 1984; Ley, 1986; Miron, 1988; Fallis, 1990). In essence the poor are displaced by the better off, frequently onto the streets (Zukin, 1987; Marcuse, 1988; Fallis, 1990). The Canadian literature provides considerable documentation of the extent of gentrification (c.f. Ley, 1985; Toronto, 1986). Just as an example, in Vancouver, between 1976 and 1981 the number of residential hotels and lodging-houses on the edge of Vancouver's downtown declined from 1200 to 450 (Ley, 1985).

Analysis of the repercussions of gentrification throughout the urban housing market indicates that the relative cost of housing for the poor will rise outside of the gentrified neighborhood even when the price of housing on average is not rising (Fallis, 1990).[8] While the model of Fallis (1990) must be put to an empirical test, his initial findings are suggestive of hard times for the very poor and homeless who are subject to gentrification processes both within and outside the gentrified neighborhood.

If the processes that change the internal structure of cities have been removing low rental housing, the next question to ask is if additional housing units are being supplied anywhere. The short answer is there have been fewer additional units supplied by the private sector, the public sector and the publicly assisted third sector then have been in the past in Canada (Fallis, 1990).

Private rental construction is lower because of rent control, downzonings, changes in the income tax laws and reduced government subsidies (Fallis, 1990). This is a significant trend since the private sector provides the bulk of low cost housing (Fallis and Murray, 1990). In the case of the public sector, the level of CMHC involvement in housing has been dramatically curtailed if it is measured in annual lending ($1 billion in 1970's compared to $265 million in the 1980's). As well, annual levels of new dwelling units supplied under social

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[8] Fallis (1990) using a commodity hierarchy model, clearly demonstrates this outcome.

housing programs fell during the late 1970's, rose again in 1980-81, declined for a few years and has been up and down, but mostly down, in the late 1980's (Fallis, 1990). Changes in the social housing component - a move to social mix to avoid housing ghettos - is one factor that greatly contributed to a decline in the production of social housing. By offering deep subsidies on a rent-geared-to income basis to only 25 percent of tenants in private and co-op buildings, the proportion of rent-geared-to income units declined significantly (Banting, 1990; Fallis, 1990; Wolfe and Jay, 1990). Ironically, social housing policy would appear to be one of the main factors preventing the development of low cost housing in Canada (Van Vliet, 1989; Banting, 1990).

These general conclusions are supported in the more recent American literature. Wright (1989) and a number of others (Marcuse, 1988; Fallis, 1990; Banting, 1990; Keyes, 1990) do not hesitate to declare that *homelessness is a housing problem* , a comment that seems almost too obvious to mention. These writers continue to draw attention to this simple fact because most choose to ignore it. Marcuse (1988) spends a great deal of academic time arguing that society basically tries to deny this aspect of the problem by blaming the victim (too much drink, mental illness etc.), by treating them as a special group and therefore apart from societal processes that caused their problems and through isolating them by outlawing homelessness, or worse, by tearing down their entire neighborhoods.

Sosin (1989) best captures the structural effects at the individual level and underlines empirically that homelessness is related to a lack of housing. He found that the loss of housing was involuntary and tied to the twin issues of lack of income and the loss of a housing unit. Not only did the homeless in their last dwelling pay higher rents than that currently paid by those with homes but a full 70 percent of his sample could not move into another dwelling because they could not afford the rent (Sosin, 1989:25).

A structural explanation of homelessness, finding its roots in the housing system, changes in employment patterns and the spatial restructuring of cities, all abetted by governmental policies, is not a popular paradigm in most quarters because the solutions demand challenging and large scale changes eg. - providing affordable housing, employment and/or higher transfer payments.

Add the need for special care for some of the homeless - the drinkers, the mentally ill, the drug abusers, those unused to conventional living, and most will cringe at the prospect. In an era of new conservatism the focus will not be solving the problem but rather easing the material conditions of the homeless through more and better temporary shelters, more accessible health care, more adequate nutrition and the like (Wright, 1989; Mishra, 1990).

The implications of the causes of homelessness for the East Village study are straightforward. The whole area of available and affordable housing is obviously at issue. For example, the reasons for homelessness as they relate to the cost and availability of housing, the circumstances of losing previous housing, strategies for finding new housing, the barriers to finding housing, the cost of housing and what the population can bear financially would be avenues to investigate. The role of health and social services in the housing arena would be equally important, especially in conjunction with an understanding of the personal problems faced by the homeless. Where the homeless would like to live and the type of neighborhood they would prefer (social mix) are important as well, given the proposed gentrification of East Village (Downtown Planning Division, City of Calgary, 1990). A review of the causes of homelessness are therefore relevant to the achievement of objectives (b) and (c).

1.5 ATTITUDES TOWARDS THE HOMELESS

The causes of homelessness are tightly tied to the attitudes people hold about the homeless. For example, those who hold the homeless responsible for their own plight will tend to have a more negative view while those who place the blame on the social, political and economic systems are less likely to hold negative views about the homeless. In the latter case, the homeless are hapless victims of situations beyond their control. Explicit discussions of attitudes and the homeless tend to reflect this dichotomy.

Surprisingly, those who address the matter of beliefs about the homeless are few and far between and the actual research is even thinner. The writers who do articulate a societal view of the homeless offer slightly differing perspectives which seem to depend upon their "left" or "right" leanings.

Wright (1988) looks at the question by making distinctions between the "deserving" and "undeserving poor", something the welfare industry has done since the days of the poor house. Being homeless is the same as being poor as far as Wright is concerned. The "deserving poor" are those who are victims of circumstances beyond their control and who merit compassion. The "undeserving poor" are seen as lazy, shiftless bums who could do better for themselves "if they wanted to" and therefore merit contempt. Both views prevail and create a tension in our collective attitudes towards the homeless. Using a national survey (Ropers and Boyer, 1987), he argues that the homeless are seen to be among the "deserving poor" at least amongst the general population. But he also draws attention to what he calls a mean-spirited view or a certain cold-heartedness that sprung up in the Reagan era and which was picked up by some of the media, business (Marcuse, 1988) and community members threatened with shelters in their area (Marin, 1987).

Marcuse (1988) frames the issue of attitudes slightly differently. He suggests that homelessness in the midst of plenty outrages our sense of well-being and social justice, and our sense of order and discipline. It touches a critical pillar upon which the whole organization of our lives depend: the sense of "home"(1988:83). The homeless are not sensitive to the rewards (job, income) or the penalties of society (jail, hunger, cold) and the system, therefore, has no power over them. Homelessness inspires not only the intellectual realization that the machinery of the system has failed somehow to produce the basic shelter that everyone needs but also that the system has come up against some limits it cannot exceed. Homelessness strikes at a cornerstone of our perception of life in an advanced capitalist economy. The homeless do not go home at night, rather they are at "home" in "non-private" places. They have given up on the North American dream. Thus, an ideological and practical dilemma confronts those committed to the status quo. To ignore the problem altogether invites a uncomfortable feeling of injustice that we in a democracy can hardly abide by and, to do something about the problem, breaks the link between work and wage labour, a threat to our most cherished capitalistic values. In short, people are caught on the horns of an uncomfortable dilemma in the realm of values.

Marin (1987) takes a quick stroll through history from the times of feudalism to today and documents the attitudes towards the homeless which he calls the "darker corners of homelessness". He concludes that the homeless today, as they were in the past, are viewed as parasites that elicit a sense of disgust and horror and a wish to be rid of them. These views are transformed into a need to redeem or to punish them with the overiding goal to rearrange the world cosmetically in terms of how it looks and smells to us. Compassion is little more than the passion to control what is offensive to us (Marin, 1987:48).

The attitudes of Canadians to the homeless have not been documented but there is some allusion to what Canadians think. While the words are seldom explicit, the sentiments are. In response to the basic issue of what Canadian society owes to its least fortunate members and how the debt will be paid, there appears to be two responses. In one view, the homeless are those who have fallen through the cracks between existing programs in our welfare state. The Canadian federal government (at least in terms of rhetoric) is now engaged in plugging the cracks through the targeting of social assistance to those most in need and relying generally on market forces for the supply of housing (Mishra, 1990). Some have argued that this process is simply a cover for reducing social assistance and not a vehicle for redirecting resources to the neediest persons in society - those without homes (Fallis and Murray, 1990).

In the opposing view, the homeless are seen, not as evidence of people falling through cracks, but rather, as evidence of a society less willing to help as a result of the deterioration of the Keynesian welfare consensus which began in the mid 1970's (Mishra, 1990). The Keynesian approach was based on the assumption that the welfare state was to be an integrative measure that would make capitalism more productive economically and more just socially. In contrast, the neo-conservative position evidenced today, would see the role of government in social welfare reduced substantially and would turn to voluntary and market- based approaches. The former approach is structuralist in nature and the latter focuses on the individual, which in turn, implies what should be changed.

At any rate, no one seems to know or be willing to take a position as to where Canada falls on the issue of the homeless and the most that is said, is that our

attitudes are "evolving" (Fallis and Murray, 1990). This may be a polite way of suggesting that Canadian attitudes are, at worst pejorative, and, at best, ambivalent; as in the United States.

The only extant and specific study of general attitudes towards the homeless was done in New York. Using a nonprobability sample, Benedict et al. (1985) found several interesting attitudes. In the first instance, they found that attitudes towards the homeless were mainly sympathetic. Only about 15 percent of the respondents reported a feeling of disgust or revulsion when seeing a homeless person as opposed to the more frequently reported feelings of sadness, sorrow or pity. However, when asked if they would mind a shelter in their neighborhood, 75 percent indicated that they would be against such a move. In a further analysis of the data, these researchers found that experience-related variables were correlated with positive attitudes to the homeless, namely having given money to them, and using the media and one's own reading in forming an opinion about the homeless. This second finding is, of course, another version of "not in my back yard" syndrome (N.I.M.B.Y.).

The NIMBY syndrome has always been with us and is well documented in the literature, although not formally researched to any extent. Typically, community acceptance of low income housing has been mixed. Projects for senior citizens are usually welcomed, but large developments for families and special needs facilities are not. Fears of declining property values, inferior design, strain on community services, adverse socio-economic mixes and establishing precedents for building higher densities in lower density areas are among some of the objections raised by residents (French et al., 1986; Zukin, 1987; Carter and McAfee, 1990). In contrast, one study in Vancouver found that fears of declining property values and adverse socio-economic mix were actually unfounded when faced with a low-cost housing project (French et al., 1986).

In a British study, the building of two single men's hostels in residential areas produced strong resistance from both local communities and both communities prevailed in stopping the development of the shelters (Burnett and Moon, 1983). The objections were based on what the people saw as the "bad" character of the homeless - degenerates, undesirables, drunkards, drug addicts, followed by a concern for their own and their children's safety and lastly, their property

values. This was a direct test of the NIMBY syndrome and the homeless which fit with the previous mentioned American study. Another study, however, found that if a working group of community residents, service providers and businesses work together from the beginning, community resistance to erecting housing for the homeless is diminished (Mostoller, 1986).

Once last study looked at the views of business people vis a vis mall people (Pawlak et al., 1985). These researchers found that approximately 95 percent of the business persons had negative experiences with the homeless that amounted to problems with drunkenness, belligerence, unruliness and overall annoyance to others that consisted of urinating in public places or being sick in public places. Negative experiences also included poor appearance, dress and smell, panhandling, use of washrooms to bathe or do laundry and pilfering paper towels and toilet paper. Most of the respondents coped with these problems by talking with the mall person, escorting them off the premises or ignoring the problem. Calling security was the last resort. At the same time, the merchants also had positive experiences with the homeless, about 67 percent. The positive experiences were mainly deemed friendly interactions - good stories, good conversation, friendly greetings, feeling good about helping. When asked if social housing should be provided for the homeless in the downtown area, 38 percent thought it was a good idea, 14 percent thought it was a very bad idea and 44 percent were ambivalent. The ambivalence was a reflection of the recognition that to be downtown was probably good for the homeless because they would not be isolated but it probably wasn't good for business. The authors conclude that people in business have been wrongly represented as uncaring about the needy since only about 25 percent of the sample seemed to fit this stereotype.

There is little doubt that the evidence is meagre regarding the attitudes of society to the homeless and much more research is required. The limited research seems to suggest that the homeless are generally viewed with a certain amount of empathy at least in the abstract, but if they lived next door, most people would have second thoughts. The research also provides some guidelines as to the type of questions to be asked when soliciting the opinions of East Village residents about the homeless and how to accommodate them in a redeveloped Village consistent with objective (d). The NIMBY syndrome has

to be investigated specifically, as do the effects that the homeless are believed to have on business and other community dwellers. It seems that we have a wealth of comments from service providers already (Horizon Housing Society, 1989; Calgary Inner-City Housing Committee, 1990) and to ask yet again, seems unduly repetitive. Only the major providers of direct service in the area will be interviewed about their views of the homeless.

1.5 HOUSING AND SERVICE ISSUES

1.5.1 Housing Issues

There are numerous housing issues pertaining to the homeless depending upon what level one addresses and what interval on the housing continuum one wishes to consider. The type of furniture required for a hostel room and the underlying assumptions of national housing policy represent the two ends of the continuum found in the literature. In the light of the proposed study for East Village, what seems relevant at this juncture, is a broad overview of housing issues considered at the municipal level of analysis.

Both in Canada and the United States., the call is to provide a continuum of housing for the homeless. The form the housing takes is up for grabs, but fundamentally, the experts are calling for a *system* of housing that has the emergency shelter as the backbone of the system followed by transitional housing and ending with permanent housing (Kaufman, 1984; Mostoller, 1987; Blau, 1989; Wolfe and Jay,1990). There are many permutations of this continuum and controversies all along the continuum.

The discussions about shelters focus on the size (large versus small), the temporary versus permanent function of the shelter, the policy of encouraging the work ethic, if not actual work with no job training, the newer emphasis on street outreach as opposed to providing beds and the generic versus differentiation of the consumers (Barrow and Lovel, 1983; Hayes, 1985; Hopper and Hamberg, 1985; Bassuk and Lauriat, 1986; Human Resources Administration, 1986; Schmalz, 1987; Shelter Employment and Housing Project, 1986; Barbanel, 1987; Valleau, 1987; Blau, 1989).

All of these concerns represent the reality that in the majority of cities, the emergency shelter, which was developed as a temporary measure in a crisis climate, is in danger of becoming a permanent institution. Briefly, what started out as a small, privately funded effort to care for the disenfranchised has become a publicly sanctioned technique for handling a problem inexpensively and without long term commitment (Bassuk and Lauriat, 1986). A component of this over-arching dilemma is the realization that no one knows if even the shelter is enough to protect the homeless from the harsh elements, let alone whether they assist people to escape the streets and reintegrate into society.

The debates about transient housing are fewer in number mainly because few cities have reached this stage of development. The major debate about transitional housing is that there is not enough of it (Bassuk and Lauriat, 1986; Blau, 1989) and to a lesser extent, the form this housing should take, eg. new community based facilities, or rejuvenation of existing downtown buildings, (Drier, 1987; Housing Networking Project, 1987; Mostollor, 1987; Schmalz, 1987; Keyes, 1990). The nature of the attached services has received some attention as has the "flexibility" of the management of the facilities and the issue of specializing for certain subgroups (Johnson, Kreuger and Stretch, 1989). There are a number of exemplary transitional arrangements to be found in Canada and the United States but there simply are not enough (Schmalz, 1987; Blau, 1989). And a sad, but true predicament of existing transitional housing, is that it cannot fulfill its intended function unless residents can find adequate permanent housing in their climb back into society.

The key issue in providing permanent housing for the homeless has to do with providing enough affordable housing. Secondary issues such as community-dwelling-based housing and social mix are insignificant if there is no housing. In light of the East Village situation, action at the municipal level is the most relevant.

At the municipal level of government, actions taken to maintain or expand the stock of social housing can be directed toward the housing stock (supply side) or to households (the demand side). There are a wide variety of actions that can be taken. In some areas, incentives can be offered to encourage the

provision of housing and in others, controlling actions can be implemented through a municipality's regulatory authority to encourage the provision of affordable housing by the private, public and third sector. In a review of the various approaches employed by municipal governments across Canada, Carter and McAfee (1990) have found that very few of the strategies have provided assistance to those most in need. It therefore comes as no surprise that the list of issues is legion.

A number of the issues are related to the role of municipal governments in housing - the local lobby as a social housing tool, the educational function, municipal subsidies to social housing and maintaining and upgrading the stock of affordable housing. In the case of the local lobby, the issue is how to use housing need studies to effectively obtain social housing assistance, a situation where some cities have been far more effective than others (Beggs, 1979; Toronto, 1980; Regina, 1986). The educational function refers to stemming the NIMBY syndrome when it is unjustified, again some cities being more effective than others for a variety of reasons (French et al., 1986). In terms of municipal subsidies to social housing, there is argument around the various ways (direct funding, forgone revenue and cash-in-kind) in which this can be accomplished (Wilson, 1984). An issue in the maintenance and upgrading of the stock of affordable housing revolves around whether to "save" and improve the quality and affordability of existing rental stock or to build new units (Daly, 1988).

In times of shrinking budgets, many municipal governments are turning more and more to the private sector for help in providing low-cost housing, recognizing that this sector provides most of the housing anyway and that they offer a certain expertise (Keyes, 1990; Fallis and Murray, 1990). Again, numerous strategies have been tried or proposed, most having both positive and negative outcomes (Carter and McAfee, 1990). We have already seen the effects of downsizing earlier in terms of reducing the amount social housing. Use of existing stock more efficiently (conversion from single to multiple occupancy) can be very effective but is rarely used because of property standards and building codes (Walker, 1986). The use of inclusionary zoning and housing 'credits' has had more success in the United States partly because of differences in legislation and financial tools. The problems in the Mill Woods subdivision in the City of Edmonton testify to these obstacles. Finally, the

whole concept of forging partnerships with private entrepreneurs, as is the case in the United States, has not happened in Canada to the extent that it might (c.f. Schwab, 1986; Martin, 1987).

The literature suggests a number of issues that should be addressed with the homeless about their housing. Their assessment of how well their needs are met by the current shelters in the area, their views on size, the need for special shelters (eg., women, children, mentally ill), the work ethic philosophy, the hours and days of operation, their location, the usefulness of the services offered, the viability of outreach activities and what is missing. The need and desire for transitional and permanent housing and the characteristics of this housing (location, type, cost etc.) will be considered.

The reasons why municipalities have difficulties in providing housing for those most in need are of no concern to the homeless. Preferences as to mechanisms for housing these people may be of interest to business and developers whether it be in East Village or elsewhere in Calgary. Therefore, the views of business persons and developers will be solicited on the various strategies for housing the homeless.

1.5.2 Service Issues

The discussion of services for the homeless, much less research of these services, is conspicuous in its absence. Most publications are show-and-tells about specific services with no evaluation as to their utility (Hutchinson et al., 1986; Fabricant, 1987; Breton, 1984, 1989; Hagen, 1989). There are a number of advocacy orientated articles that try to heighten awareness of the plight of the homeless, and a small set of articles that address management issues such as type of workers required, agency survival techniques, organizational structural issues, coordination of services and the like (Fabricant, 1986; Hagen and Hutchison, 1988; Phillips et al., 1988; Vosburgh, 1988; Hagen, 1989). While this literature makes for interesting reading, it adds little to the design stage of the study. It is also overwhelmingly American which limits its utility in the Canadian context. Furthermore, it seems that the needs of the homeless should dictate the services required, in conjunction with what they believe is required.

Kaufman (1984) has suggested a continuum of services that are needed within any community that harbor the homeless. The range of services start with emergency housing, through food, clothing, financial assistance and counselling. The second phase of service includes mental and physical health services, employment assistance, life-skills training and rehabilitation services. The third phase includes permanent housing, stable employment and support and follow-up services. This model is comprehensive and is usually considered the optimal in the field of social welfare although an ethnic dimension might be added.

This model will be used to guide the questions about services the homeless may require. Services currently used will be documented, the problems encountered in the use of them and the gaps in the services will be identified. Preference as to the location of services will also be explored. This line of questioning should satisfy objective (c).

1.6 SUMMARY AND CONCLUSIONS

The literature reviewed here, was undertaken from the perspective of what could be used in meeting the objectives of the proposed study for East Village. By considering each of the objectives and the relevant literature, we are better informed as to what questions have to be asked and in what areas. Although the Subcommittee expressed little interest in methodological issues, our reading suggested a number of steps that we could take to enhance the quality of the data from the importance of probability sampling to the use of standardized measuring instruments.

Based on the review, we now have a clear outline of the questionnaire for the homeless. As a result of our sampling interviews we have a sense of what can be asked and how long people are willing to be interviewed - an hour at maximum which is consistent with the literature.

1) Socio-Demographic Information: Age, gender, ethnicity, marital status (never married, currently married, divorced, separated, widowed), number of children, level of education (actual years), family structure (single- parent, two- parent families), family of origin (economic status);

2) Work History: Work status - employed (full time, part time, seasonal, nature of work), unemployed (spells of joblessness), looking for work (strategies), not looking for work, (reasons for), retired, percentage of adult life worked, last formal job (if appropriate), and monthly work income (if working).

3) Level of Income: Income for last month if not working source of income (unemployment insurance, pension, social assistance, WVA, friends, family, handouts).

4) Personal Problems: Mental health (CES-D, 6 item depression scale, or Brief Symptom Inventory), mental hospital experience (prior to and after homelessness), physical health, perceived health status (poor, fair good excellent), perceived health since homeless (worse, same, better), alcohol usage (CAGE - 4 items), chemical dependency treatment, crime (any prior convictions, any prior imprisonment), family violence (for women and youths).

5) History of Homelessness: Length of current spell, time first became homeless, last permanent residence, cost of rent, reasons for leaving, reasons for homelessness, days in shelter in last 30 days, where they stay if they don't get into shelter, barriers to finding housing, what type of housing would they prefer, where, and for how much, victimization (beat up, robbed), availability of someone 'to hang out with' (social network), recounting of a typical day, views on redeveloping the Village (stay, move, want part of the action).

6) Service Usage: Services used in last month, evaluation of the services used in last month (shelters, soup kitchens, medical, social services, outreach etc.), services missing that they would like and where they should be delivered.

2. THE EAST VILLAGERS: A DEMOGRAPHIC PROFILE

2.1 INTRODUCTION

In an attempt to construct a demographic profile of the existing residents of the East Village, a number of data sources have been variously employed throughout the following analysis. The basic demographic, housing and employment data for the East Village have been extracted from two main sources: the 1990 Calgary Civic Census and the 1986 Census of Canada. These two data sources provide detailed information on the age, gender, marital status, labor force status, unemployment rates and income levels of the residents of the East Village. In addition, the Civic Census contains specific data concerning the types of housing available, the occupancy rates and the vacancy rates, over a ten year period, for the East Village in particular, and for the population of Calgary in general.

The above analysis will be supplemented by a description and summary of the existing information available on the homeless and transient population currently residing in the East Village. While a number of studies and reports have recently been produced on the issue of homelessness in the City of Calgary (see for example: The Horizon Housing Report, 1989 and the Calgary Inner-City Housing Report, 1990), there is a notable scarcity of accurate and reliable information and data specifically concerning the itinerant populace of the East Village. This, of course, is due in part to the previously noted problem of the difficulty involved in assaying homeless and transient populations. In addition, this dearth of information is also the result of a general reluctance on the part of the various organizations and service providers who work with the homeless, to provide access to their clientele. Furthermore, while the large majority of these service providers do maintain regular and reasonably accurate data bases on their clientele, they concomitantly tend to restrict access to this information for reasons of confidentiality. As a result, most attempts to study the homeless in the East Village have been limited by these constraints.

Given these observations, the analysis presented below consists of a summary of the results of the most recent and up-to-date study of the homeless in the area. In March, 1988, Alberta Social Services conducted a "Needs Survey and Client Profile" of those individuals using the night program at the Calgary Drop-In Centre. While there are a number of methodological problems inherent in the study, it is the only reliable source available which details the basic sociodemographic characteristics of the transient population using this facility in the East Village. Therefore, the results of this study will be used to generally outline and describe the sociodemographic characteristics of the homeless population in the East Village. However, we do caution that the description provided below certainly is not definitive and must be considered as specious at best.

2.2 THE EAST VILLAGERS - THE GENERAL POPULATION

The description of the East Villagers that follows is broken down into two sections. First, a general description of the basic sociodemographic characteristics of the East Villagers is provided. This discussion is followed by an overview of the availability and types of housing in the area. We conclude this section with a brief summary of the general characteristics of the East Village and its' residents. For ease of presentation, the tables and figures associated with this analysis are presented at the end of each corresponding section.

2.2.1 Basic Characteristics of the General Population

Population Size: As can be seen in figure 1, the population of the East Village has maintained itself at a steady level over a period of ten years. Since 1981, there have been a number of fluctuations in the growth/decline of the population in the area. However, these have been minor and have resulted in a slight decline in the number of people residing in the area; from 1,190 in 1981 to 1,020 in 1990. Thus, while the city itself has grown at steady, albeit slow, rate, the East Village community has stagnated and its' population has declined slightly over the last ten years.

The size of the population in the East Village has not only diminished over time, but, it has diminished relative to its ratio to the overall population of Calgary.

That is, in 1981 the residents of the East Village represented roughly .20 percent of the total population of the city. Since 1981 this ratio has declined by approximately 33 percent. Thus, with a present population size of 1,020, the East Village represents less than .14 percent of the total population of the City of Calgary.

Age and Sex Structure: Table 1 presents the results of a detailed breakdown of the age and sex structure as a percentage of the residents living in East Village. As can be observed, the East Village is characterized by a population which clearly diverges from the norm of the overall age and sex structure, characteristic of the city in general. That is, the City of Calgary tends to be characterized by a fairly even distribution of people across all age groups, with the exception of the 25-44 age group, as would be expected, which dominates the distribution.

The East Village, on the other hand, tends to be primarily populated by three age groups: those between the ages of 25 to 44, those between 55 and 64 and those 65 and older. It is interesting to note that the men out number the women in the area by a ratio of almost 2 to 1. However, this phenomena gradually reverses itself as the population ages. So much so that the 65 and over age group is characterized by a ratio of 2 women to every man. Essentially then, the East Villagers tend to fall into one of two age-sex groups: either men between the ages of 15 to 44 or men and women 65 and older.

Marital Status and Living Arrangements: Figures 2a and b depict the marital characteristics of the East Village and City of Calgary populations. In general, the East Village may be described as being composed of primarily single people. While single people do predominate the distribution of marital characteristics, it should be noted that the other categories of this distribution, e.g. married (25.8%), widowed (22.8%), divorced (15.4%), contain significant proportions of the population.

The most distinguishable feature of the distribution of marital status, however, is that, relative to the city, the proportion of widowed persons residing in the East Village outnumber those residing elsewhere in the city by a ratio of 7 to 1. This

finding is not all that unexpected, given that a significant proportion of East Villagers tend to be senior citizens. It is not at all unlikely that most of these people would be widowed given the current estimates of longevity in Canada.

Also noteworthy, is the fact that the Village tends to be characterized by a disproportionately high number of divorced people. In general, divorcees make up roughly four percent of the total Calgary population. The East Village, in comparison, is composed of roughly four times (15.4%) as many divorced individuals.

Figures 3a through 3d detail the living arrangements of the East Villagers, as well as the general population of the city.[1] In general, Calgary tends to be a family orientated city with approximately 83 percent of the population age 64 and under living at home or with members of their family. In sharp contrast, the East Village population, 64 and under, is characterized by a disproportionately high percentage of non-family persons who are living alone (73.2%). The proportion of East Villagers living alone becomes more pervasive when considering the 65 and over population (figure 3c). While approximately one-third of the population 65 and over in Calgary live independently of others (figure 3d), those living by themselves in the East Village make up 84 percent of the total population age 65 and over in this area. It is interesting to note that, in comparison with the Village, roughly two-thirds of the population 65 and over in Calgary live with their families.

Labor Force Attributes: Table 2 presents data from the 1986 Canadian Census concerning the labor force status, as a percentage of the total population of the East Village and of Calgary. As can be observed, the most outstanding feature of the labor force distribution for the East Village is that the majority of those who reside in the area tend not to be in the labor force at all. That is, roughly 65% of the East Villagers are neither employed or unemployed. Rather, they do not participate in the labor force at all. Given that approximately 67 percent of the East Village consists of individuals 55 years of age and over (table 1), it is not

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[1] In figures 3a to 3d LWR, LWNR and LA refer to living with relatives, living with non-relatives and living alone, respectively.

surprising to find such a disproportionate number of people who are not in the labor force.

It is interesting to note that the proportions of the unemployed for both the East Village and the City of Calgary are roughly equivalent; 7.09 and 7.60 percent respectively. The unemployment rates for the Village, however, are twice as high as those reported for the city in general (20.1% versus 10.1%). As table 3 indicates, this observation holds across both gender and age with the exception of males between the ages of 15 and 24 years old. For this group, the reported rate of unemployment is slightly lower for the East Village (13.3%) than for the city (16.6%).

Income Characteristics: Tables 4 and 5, as well as, figures 4a and 4b reflect varying features of the income distributions for the City of Calgary, in general, and the East Village, in particular. Table 4 presents data from the Canadian Census (1986; 20 percent sample) as a percentage of the total population in the East Village and the City of Calgary, respectively, in the various income groups included in the table. Comparing the figures in table 4 with the low-income cut-offs reported by Statistics Canada for 1985[2] (the year for which income is reported in the 86 Census), roughly 84 percent of the residents in East Village (83 percent for males and 84 percent for females) live at or below the poverty line. Even more noteworthy, is the fact that the proportion of people whose incomes fall on or below the poverty line, is two and half times higher for males in the East Village than for the city in general, and one and half times higher for women. Clearly these figures are a reflection of the disproportionate numbers of seniors residing in the Village who are living on fixed incomes.

These observations are further supported by the average and median incomes reported in table 4. Comparing the figures for the East Villagers (mean= $12,012; median= $8,748) with the general population of the city (mean= $40, 533; median= $34,403), it becomes apparent this area is definitely disadvantaged and impoverished by Calgary standards; as well as Canadian standards (Statistics Canada, 1990). The average income in Calgary is roughly

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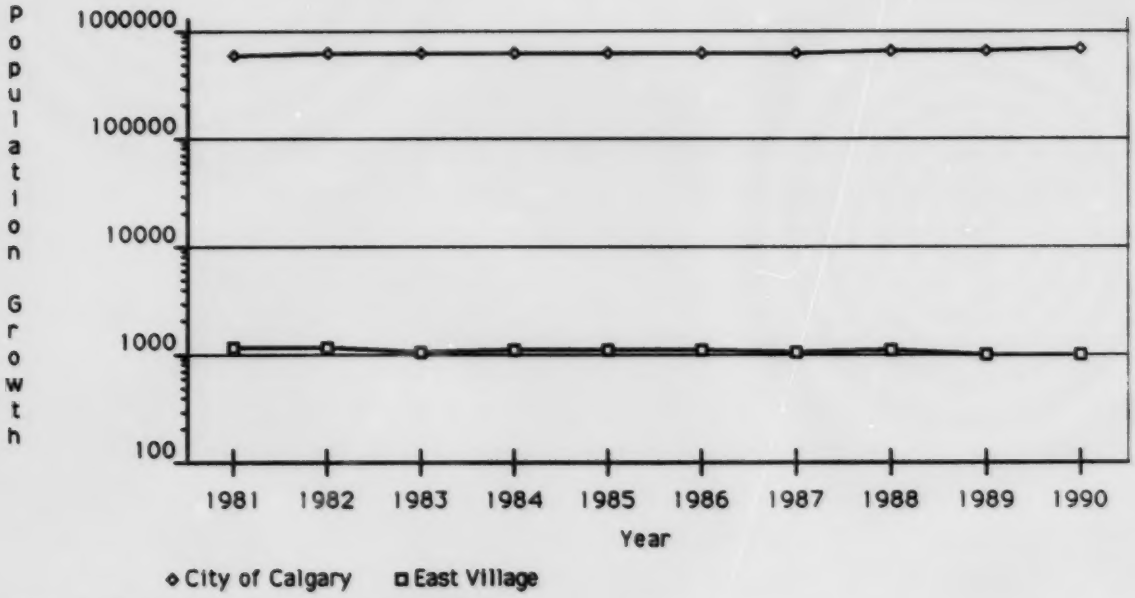
2 The low-income cut-offs reported by Statistics Canada for 1985 are as follows: one person, $10,233; two people, $13,501; three-persons, $18,061 and 4 persons $20,812.

three and half times higher than for the East Village, while the median income - a more accurate indicator - is four times higher for the city than for the Village.

Table 5 specifically examines the incidence of low income amongst families and unattached individuals residing in the East Village and Calgary. These figures further substantiate what we have already observed. That is, that the residents of the East Village, as a community, have incomes which fall far below the poverty line. More importantly, these figures further highlight the already noted deprivation, with respect to income, that the seniors in the area experience; i.e. 76.9 percent of all unattached individuals in the area fall below the low-income cut-offs. Given that a large proportion of the unattached/single people in the area are seniors (figures 3a and c), it follows that the majority of people with low-incomes in the Village would most likely be seniors. Finally, it should be noted that, in comparison to the city as a whole, the incidence of low-income in the Village is anywhere from 2 (for single people) to 3 (for families) times higher than for families and unattached individuals in generally in the City of Calgary.

Lastly, figures 4a and b depict the source of peoples income. For the city, it is clear that the main source of income is from employment (84.1%). However, with respect to the Village, we observe a roughly even split between the percent of people receiving their income from employment (48 percent) and people whose income is derived from government transfer payments (45 percent); e.g. old age security pensions; guaranteed income supplements; C.P.P. and Q.P.P.; family allowances; federal child tax credits; social assistance; and benefits from unemployment insurance. More importantly, these figures indicate that the proportion of people receiving their income from the various forms of government transfer payment listed above is approximately eight times higher in the East Village than for the city in general. While it is likely that these data are, again, a reflection of the proportion of seniors living in the area, they also are likely to include a significant number of people living on social assistance and unemployment insurance.

Figure 1: **Population Size for the East Village and The City of Calgary, 1981-1990.**



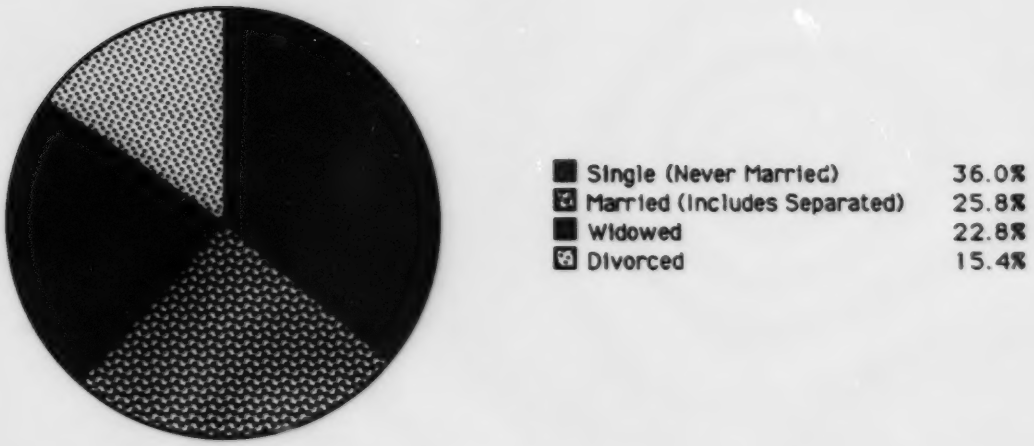
Source: City of Calgary Civic Census, 1990

Table 1: **Percentage of the Residents of East Village and the City of Calgary broken down by Age and Gender, 1989.**

	EAST VILLAGE			CITY OF CALGARY		
	Men	Women	Total	Men	Women	Total
0-4	.31	1.11	.60	8.12	7.81	7.97
5-14	.31	.28	.30	13.88	13.15	13.52
15-19	2.36	.28	1.60	6.64	6.43	6.53
20-24	9.92	7.73	9.13	8.71	8.61	8.66
25-44	20.63	6.63	15.55	40.45	39.09	39.77
45-54	7.72	2.21	5.72	9.72	9.40	9.56
55-64	23.15	18.51	21.46	6.48	6.82	6.65
65+	35.59	63.26	45.64	6.00	8.69	7.35
Total N	635	362	997	334,669	336,469	671,138

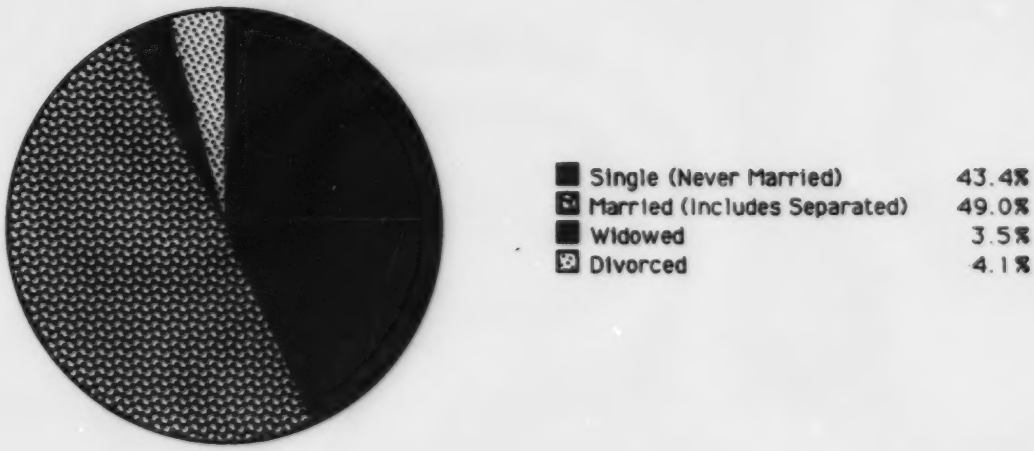
Source: City of Calgary Civic Census, 1989.

Figure 2a: Marital Characteristics of the Residents of the East Village, 1990.



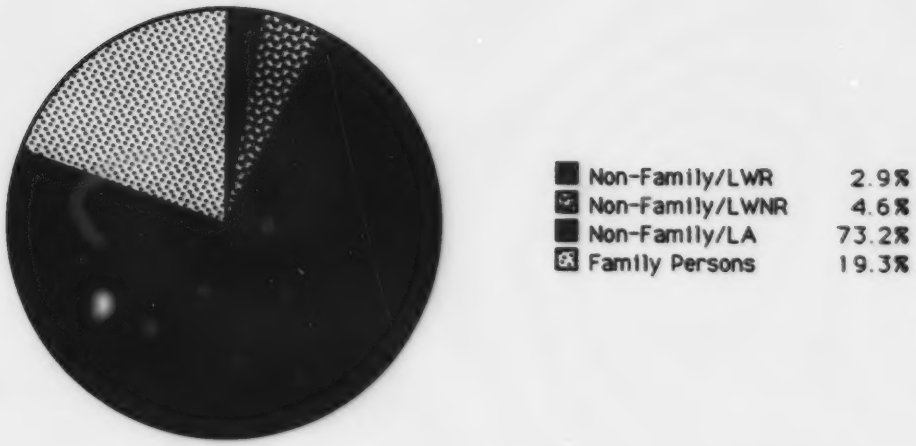
Source: Census of Canada (100 % data), 1986.

Figure 2b: Marital Characteristics of the Population of the City of Calgary, 1990.



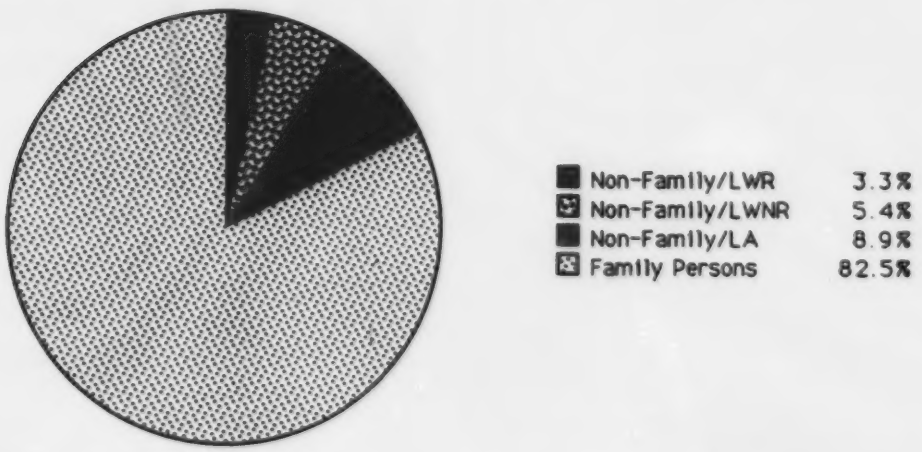
Source: Census of Canada (100 % data), 1986.

Figure 3a: Living Arrangements of the Residents of East Village, Age 64 and Under, 1990.



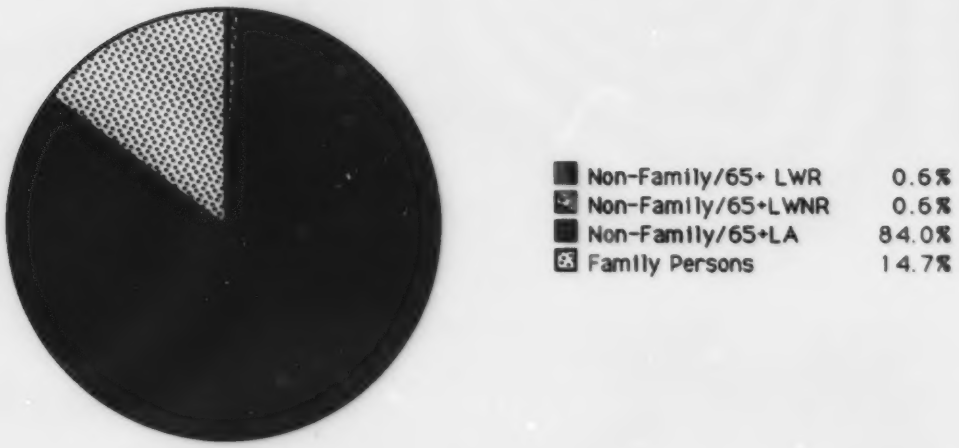
Source: Census of Canada (100 % data), 1986.

Figure 3b: Living Arrangements of the Population of the City of Calgary, Age 64 and Under, 1990.



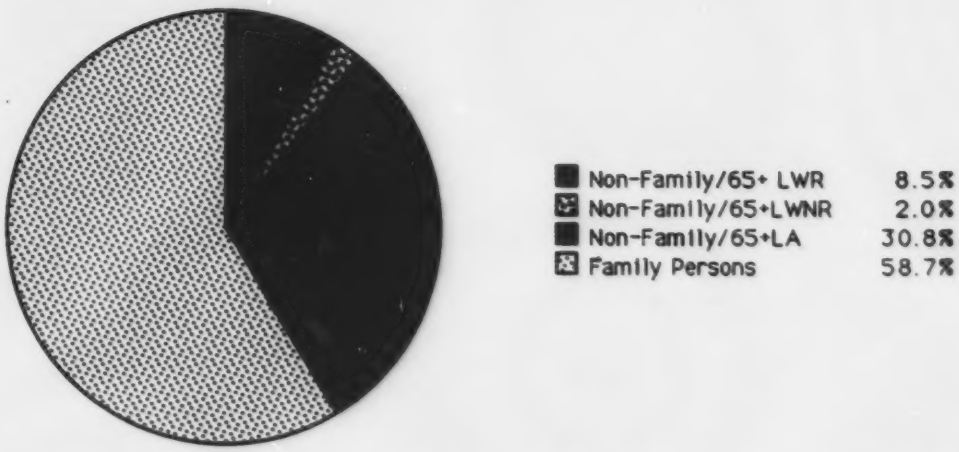
Source: Census of Canada (100% data), 1986.

Figure 3c: Living Arrangements of the Residents of East Village, Age 65 and Over, 1990.



Source: Census of Canada (100% data), 1986.

Figure 3d: Living Arrangements of the Population of the City of Calgary, Age 65 and Over, 1990.



Source: Census of Canada (100% data), 1986.

Table 2: Labor Force Status (in percent) in the City of Calgary and the East Village; broken down by gender, 1986.

	EAST VILLAGE			CITY OF CALGARY		
	Men	Women	Total	Men	Women	Total
Employed	30.29	26.34	28.35	75.27	60.04	67.60
Unemployed	9.13	4.84	7.09	8.69	6.53	7.60
Not in the Labor Force	60.58	69.35	64.56	16.03	33.43	24.79
Total N	1,040	935	1,975	245,670	249,160	494,840

Source: Census of Canada (20 % data), 1986.

Table 3: Unemployment Rates for the East Village and the City of Calgary; by Age and Gender, 1986.

	EAST VILLAGE			CITY OF CALGARY		
	Men	Women	Total	Men	Women	Total
Age						
15-24 yrs	13.3	23.5	18.8	16.6	13.0	14.8
25 & Over	23.9	12.5	19.4	8.8	8.8	8.8
Total	23.2	15.8	20.1	10.4	9.8	10.1

Source: Census of Canada (20 % data), 1986.

Table 4: Percentage of Population broken down by Income for the East Village and the City of Calgary by Gender, 1985.

	EAST VILLAGE		CITY OF CALGARY	
	Men	Women	Men	Women
Under $1,000	6.9	4.6	3.4	5.9
1,000-2,999	4.5	5.2	4.9	8.2
3,000-4,999	13.9	5.2	4.3	7.4
5,000-6,999	6.9	6.9	4.4	7.2
7,000-9,999	37.3	50.6	7.3	13.3
10,000-14,999	13.4	11.5	10.7	15.3
15,000-19,999	2.9	7.5	9.9	13.1
20,000-24,999	4.9	4.0	9.1	11.5
25,000-29,999	3.5	1.7	9.6	6.8
30,000-34,999	1.5	1.7	8.8	4.7
35,000 & over	35	00	278	65
Population N	1,005	870	231,875	214,220
Average Income	10,752	10,056	27,893	15,091
Median Income	8,526	8,747	22,858	12,379
Standard Error	714	469	176	58
Average Income	**12,012**		**40,533**	
Median Income	**8,748**		**34,403**	
Standard Error	620		181	

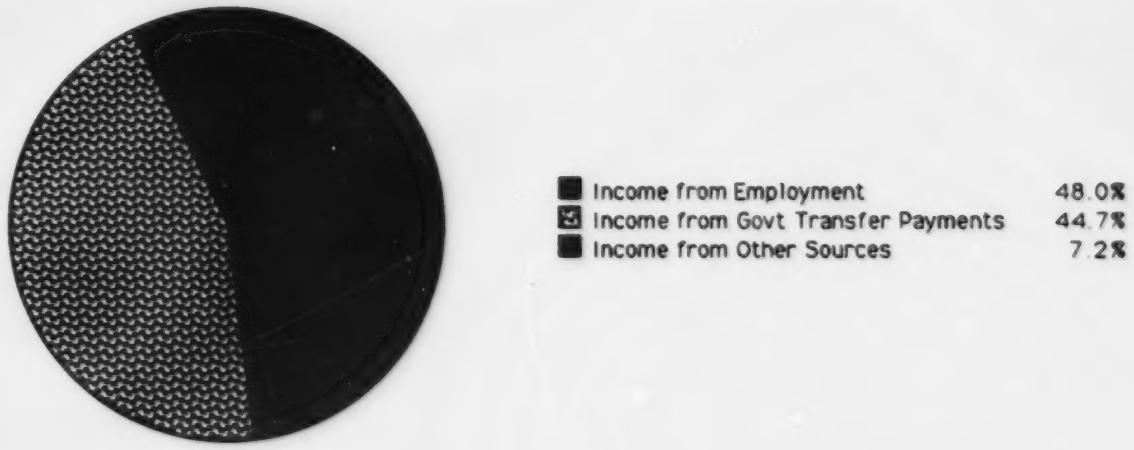
Source: Census of Canada (20 % data), 1986.

Table 5: Incidence of Low Income Families and Unattached Individuals for the East Village and the City of Calgary, 1985.

	EAST VILLAGE	CITY OF CALGARY
All Economic Families (N)	185	170,110
Low Income Economic Families	75	22,485
Incidence of Low Income	**41.7%**	**13.2%**
All Unattached Individuals (N)	1,365	88,815
Low Income Unattached Individuals	1,055	30,355
Incidence of Low Income	**76.9%**	**34.2%**
Total Population in Private Households	1,765	626,105

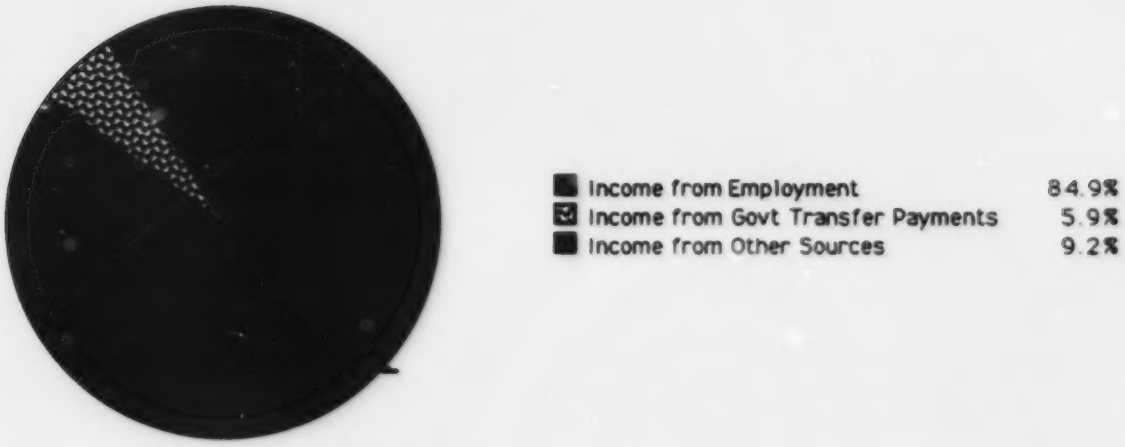
Source: Census of Canada (20 % data), 1986.

Figure 4a: Source of Income for the Residents of the City of Calgary, 1985.



Source: Census of Canada (20 % data), 1986.

Figure 4b: Source of Income for the Residents of the City of Calgary, 1986.



Source: Census of Canada (20 % data), 1986.

2.2.2 Housing Characteristics of the General Population

Housing Attributes: According to the 1990 Civic Census, the area of the East Village contains roughly .3 percent of the total housing stock in the City of Calgary (828 out of 27,656 units). In addition, these units housed approximately .15 percent (N=1,020) of Calgary's total population in 1990. Figures 5 and 6 summarize the available data concerning the percent of housing units broken down by structure type (e.g. single family, converted, apartment, etc.) and the percentage of the East Village population residing in the various types of housing available in the area.

As figure 5 indicates, 74 percent of the available housing in the area falls into the "Other" category which, for the East Village, may include seniors housing, the single men's hostel, the Cecil hotel, the King Edward hotel, the St. Louis hotel and the various rooming/boarding houses in the area.[3] The remaining housing in the area consists of apartments (24 %), single family housing (.6%) and housing which was originally categorized as single family units, but, have been converted and presently contain more than one residential unit (1.7%). Thus, these data point to the observation that there is very little diversity in the present types of housing currently available in the East Village.

Figure 6 presents a breakdown of the proportion of the population that is housed in the various structure types listed in the 1990 Civic Census. Once again, the predominance of the seniors in the area is observed. Approximately 64 percent of those residing in the East Village are housed in one of the three seniors residences situated in the area. Ten percent of those living in the East Village are reside at the single men's hostel and 24 percent are housed in apartments. The remaining two percent of those residing in the East Village are housed either in single family or in converted units.

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[3] It is unclear from the way the data are presented in the Census which of these structure types the "other" category includes. Furthermore, detail concerning the exact number of units that each of these types of housing represents is also unavailable in the Census.

Housing Availability: Figures 7 through 10 document the occupancy and vacancy rates in the East Village, as compared to the City of Calgary in general, over a ten year period. One of the most interesting observations to be made from these data is that while the total number of occupied dwellings increased 28 percent (from 633 to 812) from 1981 to present, the actual number of vacant dwellings in the area has decreased by over 300 percent (52 to 12) in the last ten years (figures 7 and 9). Thus, although there are more dwellings which are occupied today in the East Village than ever before, these data would indicate that this not the result of new housing being developed in the area. Rather, these data suggest that permanent structures already existing in the area have been refurbished and renovated and, thus, are being utilized to compensate for the demand[4] for housing in the area.

Figures 8 and 10 detail the actual occupancy and vacancy rates for the East Village. As can be seen, both rates have declined quite substantially since 1981. Although the occupancy rate for the East Village has decreased by .62 percentage points in the last ten years, it is suggested that this finding is not the result of a lack of demand for housing, but the result of a decrease in the supply of housing available in the area. The dramatic changes in the vacancy rates for the East Village, particularly from 1984 on, lend further support to this observation.

Since 1984, the vacancy rate for the Village has dropped by an overwhelming 1,600 percent. This finding, however, cannot be attributed to an influx of people into the area; as will be recalled from figure 1, since 1984 the population of the Village has steadily declined to its present size. Rather, this finding supports the observation that the availability of housing, in real terms, has decreased, and that the present stock of housing has been filled to almost the point of saturation.

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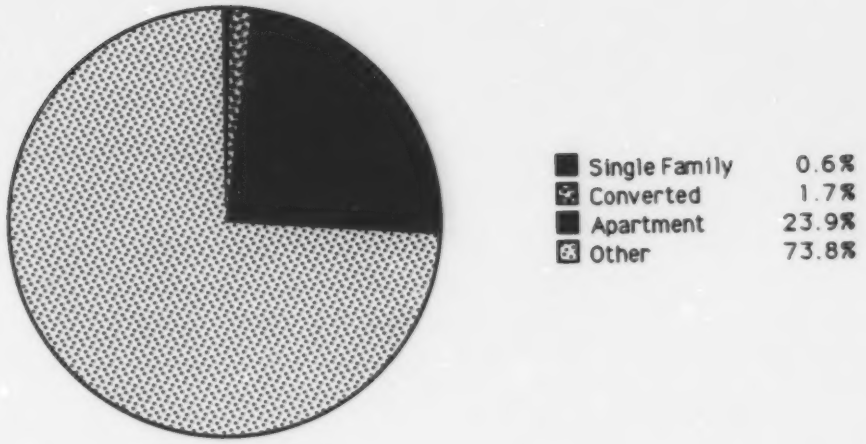
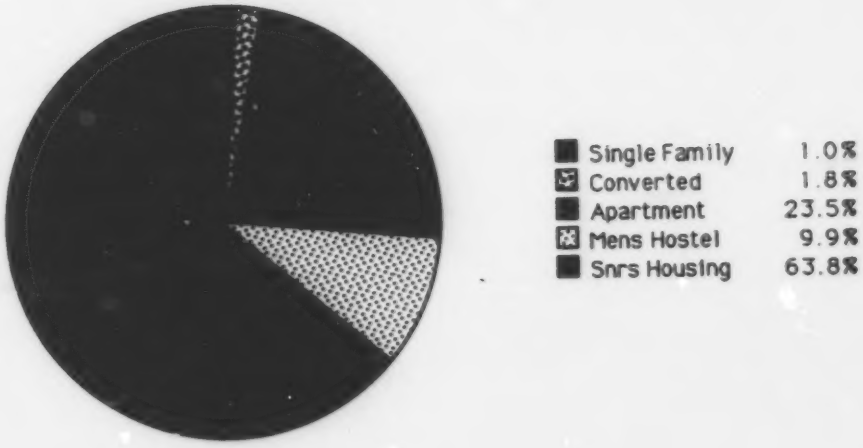
[4] The housing demand in this area stems from the fact that the East Village is one of the few communities in the city which offers affordable housing to those living on low and fixed incomes. According to the 1986 Census of Canada, the average gross rent (including electricity, oil, gas, water and other municipal services) in the East Village was $340 per month; roughly 60% lower than the average gross rental costs anywhere else in the city. Even so, for approximately 45 percent of those living in the East Village their monthly expenditure on rent represents more than thirty percent of their overall income.

Figure 5: Percentage of the Total Number of Housing Units by Structure Type, the East Village, 1990.



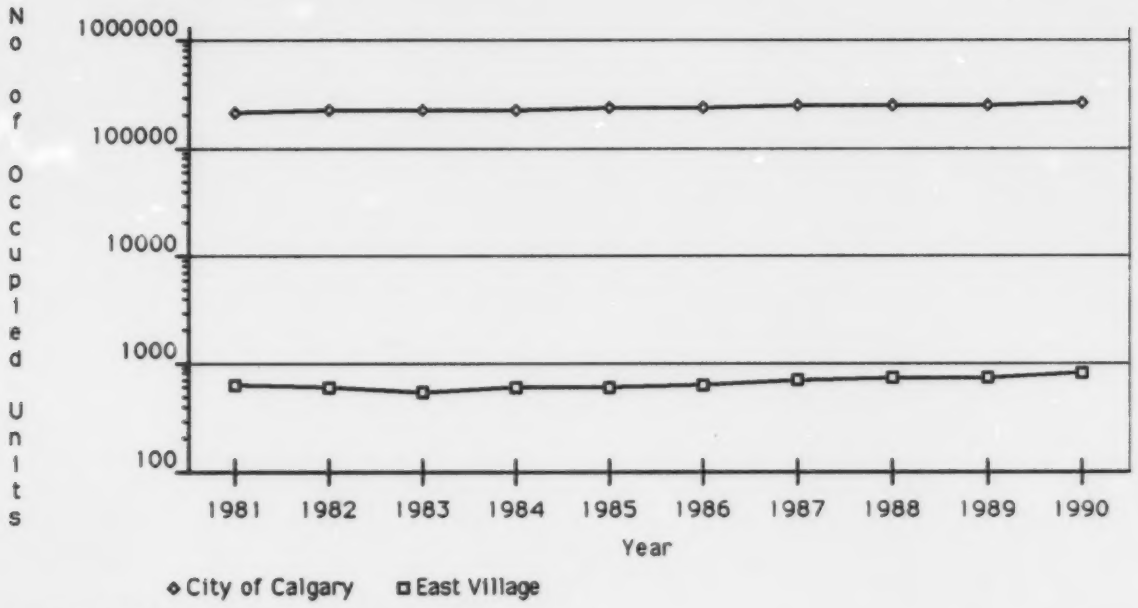
Source: City of Calgary Civic Census, 1990

Figure 6: Percent of the Total Population by Structure Type, the East Village, 1990.



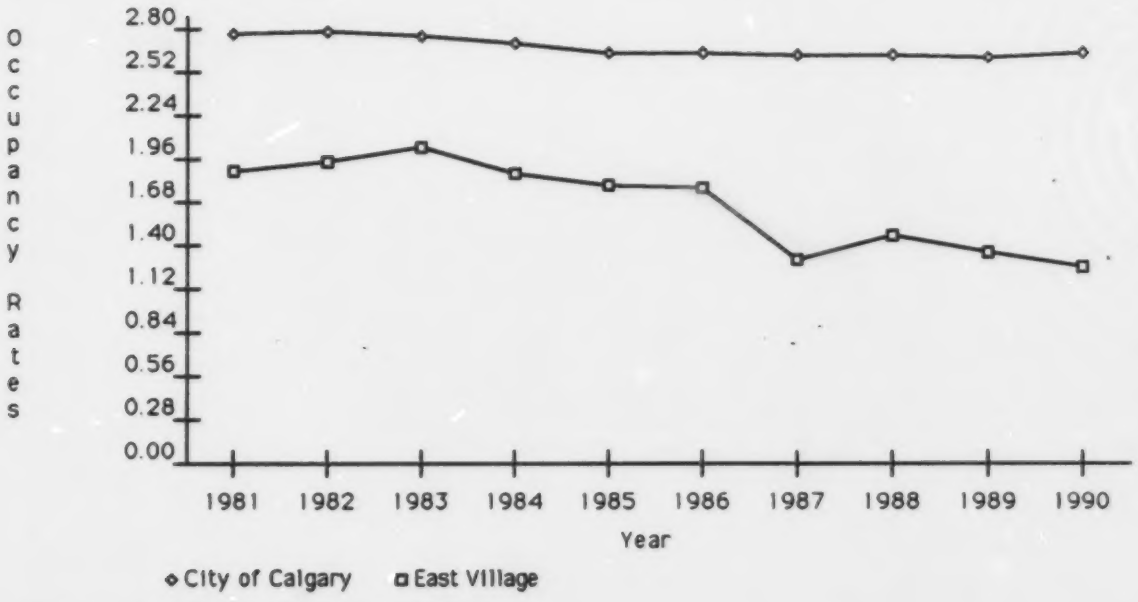
Source: City of Calgary Civic Census, 1990

Figure 7: The Number of Occupied Dwellings in the East Village: 1981-1990.



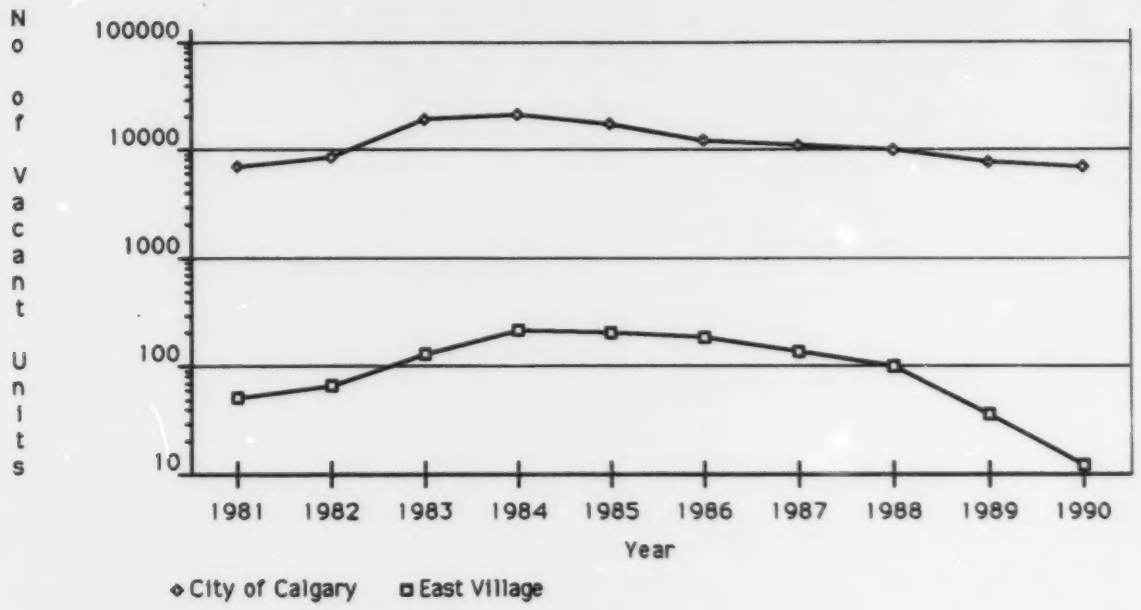
Source: City of Calgary Civic Census, 1990

Figure 8: Historical Occupancy Rates for the East Village: 1981-1990.



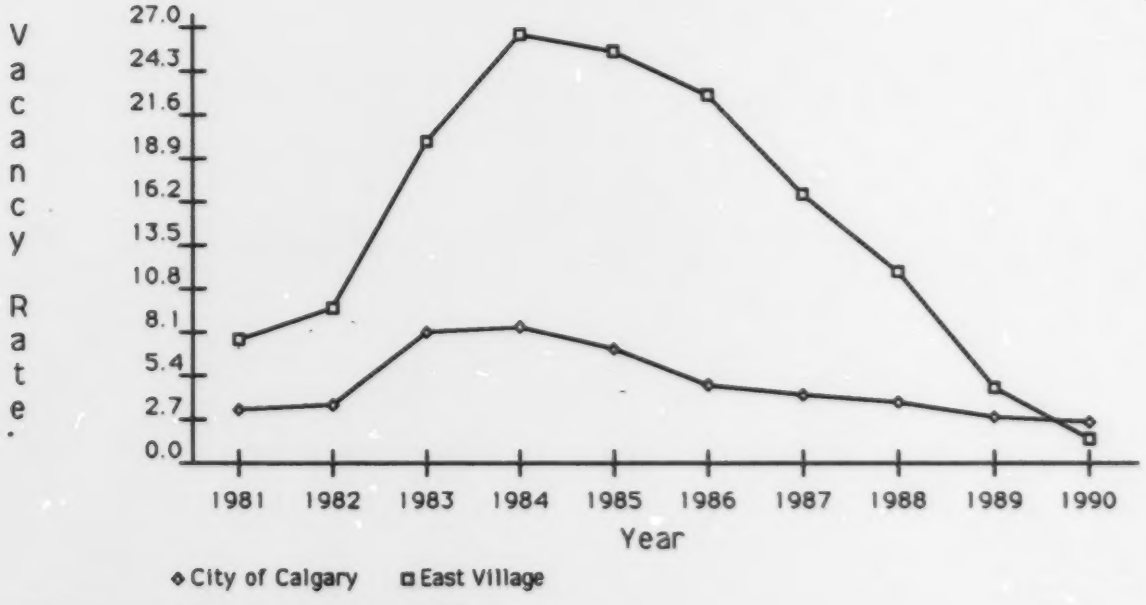
Source: City of Calgary Civic Census, 1990

Figure 9: The Number of Vacant Dwellings in the East Village: 1981-1990.



Source: City of Calgary Civic Census, 1990

Figure 10: Historical Vacancy Rates for the East Village: 1981-1990.



Source: City of Calgary Civic Census, 1990

2.3 THE EAST VILLAGERS - THE HOMELESS POPULATION

In accordance with the proposal for a study of the residents of the East Village, the following consists of a summary of the available data on the homeless population residing in the East Village. As previously noted, the existing data on the homeless in this area is limited and crude at best. Keeping this reservation in mind, the following section presents a brief description of the types of housing for the homeless in the area, as well as, a summary of the most recent information concerning the sociodemographic characteristics of the homeless living in the East Village.

2.3.1 The "Street People" of the Village - Sheltering the Homeless

Two of the primary facilities providing emergency shelter or housing for the homeless in the City of Calgary are located in the East Village: the Calgary Drop-In Centre and the Single Men's Hostel. Although there are other facilities which do provide temporary shelter to the "street people" and the homeless of Calgary, they are situated outside of the Village and, therefore, are not considered here[5].

The Calgary Drop-In Centre (CDIC) was established approximately 26 years ago, and since then has serviced a steadily increasing population of homeless, transient and unemployed people. The CDIC has two programs which it provides to its clientele. A Day Program, open 6 days a week, Monday through Saturday (8 am - 4 pm) and a Night Program which provides basic shelter at night to those living on the streets or who are temporarily without a place to stay. The Day Program provides food clothing, items of personal hygiene, limited recreational facilities, some lay counselling and referral guidance to anyone 16 years of age and older.

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[5] In addition, three low-rent hotels are situated in the East Village. However, given the definition of homelessness proposed in section 1, those staying in hotels are considered to be domiciled and, therefore, are not included as part of the homeless population. Rather, although they may be considered to be "at risk" for homelessness, for the purposes of this analysis, they are considered to be part of the general population of the East Village.

The second program at the CDIC provides free shelter to anyone 16 years and over, 365 nights of the year, from 10 pm to 8 am. At the present time, the Night Program can house up to 100 people per night. According to reports published by the CDIC, yearly increases in service demand force the Centre to consistently operate above capacity (Calgary Drop-In Centre Society, 1988). In fact, statistics for the month of February, provided by the Drop-In Centre, support this observation. The CDIC serviced 2,992 people during the month of February, 1991[6]. In other words, on any given night in February, 1991, the centre housed, on average, 107 people.

The second source of shelter for the homeless in the East Village is the Single Men's Hostel. Managed and run by the Salvation Army, the hostel provides a variety of services (including food, information, life-skills training and counselling) for homeless and transient men who are between 18 and 59 years of age, who are seeking employment. Offering a more structured environment than the Drop-In Centre, the hostel provides temporary shelter for up to 5 days with no questions asked. After 5 days an appointment with a caseworker is made for the client and, if they wish to maintain their residence at the hostel, they must keep their scheduled appointment. If their appointment is kept and they follow the various rules and regulations set down by those managing the hostel, residents may stay up to month, after which time they must check-out.

At present, the hostel maintains 138 transient beds which are free of charge. In addition, the hostel has 27 program or permanent beds, e.g. private rooms, which it rents out to clients for a nominal charge. There is a nightly bed check at 10:30 pm and if the residents are not in their beds at this time, the bed is rebooked and reassigned to someone else. Statistics for the month of February, 1991, provided by the hostel, indicate that the hostel serviced a total of 3,811 men, for an average of 136 men per night, in their transient beds.

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6 These figures represent only those individuals who were sheltered at the Centre. They do not include those individuals who lined-up for a bed, but for a number of reasons, were referred elsewhere. The total number of people receiving services, e.g. who were housed or referred to another facility, for the month of February, 1991 was 3,453. Thus, on any given night in February, 1991, CDIC provided services to an average of 123 homeless people in the East Village.

Thus, in terms of housing for the homeless in the East Village, there are a total of 265 beds (units) available to the transient and homeless people living in the area on any given night of the year. However, this figure must be adjusted for the fact that the beds at the hostel may be occupied for longer than one night. In addition, the CDIC routinely holds or reserves space for a number of individuals who consistently stay at the Centre. Thus, a portion (which cannot be determined using these figures) of the total number of units in the area will be unavailable for anywhere from a week to a month; depending on the occupancy rates in each facility.

2.3.2 The "Street People" of the Village - A Demographic Profile

As noted at the beginning of section 2, there is little in the way of accurate and reliable data on the homeless residing in the East Village. To date, there is only one study available which provides limited information concerning the demographic characteristics of a portion of the homeless population living in the East Village: those using the "night program" at the Calgary Drop-In Centre. This study consists of a survey and profile of those individuals sheltered at the CDIC, conducted by Alberta Social Services, with the co-operation and assistance of the CDIC, in March, 1988.

Before presenting a demographic profile of the homeless in the East Village, it should be noted that the results of the CDIC are only representative of the population of people (who may or may not have been homeless) using the night program at the centre and not the total population of homeless people residing in the East Village at the time of the study. In addition, the results of the study indicate that roughly a third of those who were sheltered at the centre during the period of the study were not homeless and, in fact, had a permanent place of residence. These two features of the CDIC study make using it to profile the homeless in the East Village extremely problematic; as it clearly does not represent the total population and it is biased in terms of including those who are *not homeless* in its results. Despite these difficulties, we will proceed with the analysis below, but caution the reader that the outline of the sociodemographic characteristics of the homeless population in the East Village that follows may, in fact, be highly inaccurate.

Population Size: Currently, there is no accurate and reliable information available concerning the actual numbers or size of the homeless population in the East Village and the CDIC study did not address this issue. However, using the results of a rudimentary survey conducted for this report and information on the numbers of people using the two shelters in the area, we estimate that, on any given night, there are approximately 187 homeless people seeking shelter in the East Village[7].

Age and Sex Structure: Of the 136 people surveyed at the CDIC, 82 percent were men and 18 percent women. The age range of people using the centre during the study period was 15 to 74 years, with an overall average of 37 years of age for the sample. The average age of women in the study was 32 years of age and the average for men was 39 years.

Marital Status: According to the results of the CDIC study, 67 percent of the people in the study were single. Only 5 percent of the sample were married, with 27 percent either separated, divorced or widowed.

Educational Characteristics: Using a very crude measure of educational attainment, the CDIC study found that 47 percent of those surveyed had some high school education and 44 percent had less than high school. According to these results, only 5 percent of those sample had some form of post-secondary education.

Health Status: Of the 136 people surveyed at the CDIC in March, 1988, 102 people (75 %) reported that they had no health problems. The remaining 34 (25 %) people reported that they had some form of locomotor, neurological, sensory or some other unspecified problem (Beermann and Bennett, 1988: 10).

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[7] Section three of this report outlines the estimation procedure and exact information used to derive this estimate of the homeless in the East Village.

Labor Force Status: The CDIC study did not survey its respondents concerning their employment status; e.g. whether or not they were employed. At the present time, their is no data available concerning this characteristic which is specific to the homeless population residing in the East Village. Other studies, however, have suggested that, in general, approximately 10 to 15 percent of the homeless tend to have some form of steady employment or work sporadically (Horizon Housing Society, 1989). In addition, it has been suggested that a substantial proportion of the homeless population (35 to 40 percent) have such limited employment skills that they are virtually unemployable (Horizon Housing Society, 1989: 10). The remaining population is composed of retired persons.

Income Characteristics: Again, no data is available which specifically outlines the income levels and sources for the homeless population residing in the Village. However, a study done by the Horizon Housing Society in 1989, suggests that the primary source of income for 65 to 70 percent of the homeless in City of Calgary tends to be some form of government subsidy or transfer payment (1989: 10).

2.3.3 A Summary Profile of the Homeless East Village Population

Basically, to summarize, it may be concluded that the data on the homeless situated in the East Village is extremely limited and highly lacking in terms of accuracy, reliability and representativeness. Despite this, the rudimentary profile outlined above suggests that the homeless population in the Village tends to consist of single males, who are, on average, 39 years of age and who tend to be in good health. However, a small portion (18%) of the population is composed of single women, in good health, who tend to be somewhat younger on average (32 years of age).

In terms of education, roughly half of the homeless in the Village have attained at least some high school, while 44 percent have completed some junior high or less. Only 5 percent of the population have participated in some form of post-secondary education.

Lastly, it was pointed out that most of the homeless have few skills making them attractive in the job market. Thus, the majority are unemployable and would requiring both life and job skills training in order to make themselves marketable. As a direct result, only a small portion of the homeless population derive their income from employment. Most receive their incomes from some form of government transfer payment; e.g. social assistance, unemployment insurance, social security, etc.

On a final note, despite the location of the two primary forms of housing for the homeless in the Village and the presence of the "street people" in the area, the East Village tends to be a community which experiences few problems of a criminal nature and, on the whole, tends to be a very quiet area. In fact, the stereotypical notion that the homeless and transient people tend to be troublesome and create problems for the other residents of the area is completely unfounded. Table 6 presents a breakdown of all the in-coming calls made to the Calgary Police Department for the month of February. As can be observed, the vast majority of calls made to the police department involved a either a minor complaint (11%) or were miscellaneous calls such as parking violations, false alarms, etc. (80%). Of a total of 273 calls made the Calgary Police Department during the month of February, 1991, only 23 could be considered to be of a potentially serious nature[8]. Thus, despite the presence of the homeless in the area, the East Village tends to be crime-free and quiet.

Table 6: Type of Complaint received by the City of Calgary Police Department between February 1 and 27, 1991.

	Number of Calls	Percent of Calls
Major Complaints (Indictable Offenses)	23	8.4%
Minor Complaints (Summary Offenses)	31	11.4%
Miscellaneous Complaints:		
Complaints falling under City-by-Law or Provincial Statutes	28	10.3%
Calls requiring Officer Assistance	191	69.6%
Total Calls	273	

(Source: City of Calgary Police Department, Communications Division, February, 1991).

8 The figures presented in table 6 represent only the calls made to and responded to by the police department. Even though these complaints can be classified as being serious, given their associated "10-codes" and dispositions, no indication of whether or not charges were laid or what action, if any, was taken is included in the available data.

3. THE EAST VILLAGE PROJECT: SAMPLING DESIGN AND METHODOLOGY

3.1 INTRODUCTION

As pointed out in the review of the literature, most of the research on homelessness in both Canada and the United States has relied upon and employed non-probability methods of sample selection. Essentially, what this means is that the findings presented in these studies *apply only* to those people who were included in each study and, thus, are *not representative* of the total homeless population. In order to avoid this situation, and to ensure that the study of the homeless living in the East Village was representative of *all* of the homeless in the area, we suggested that the proposed study follow the sampling design employed in Burnam and Koegel's (1988) study of Los Angele's Skid Row.

Burnam and Koegel point out that one of the main stumbling blocks in drawing a representative sample of homeless populations is the construction of an accurate sampling frame (e.g. a complete list of all homeless individuals in a population) and in selecting a sample from this listing such that each person has a known probability of being chosen for inclusion in the sample (1988: 118). Attempting to overcome this obstacle, they developed a method of selecting homeless individuals such that every homeless person in the Los Angeles skid row area would have an equal chance of being selected into the sample. Their basic strategy involved:

> "estimating the relative proportions of the homeless population that "passed through" various facilities over a month's time (including facilities which served the unsheltered sector of the homeless population), and then randomly sampling, within these facilities, numbers of persons that were directly proportional to the average proportion of the population utilizing the facility over the period of a month" (Burnam and Koegel, 1988: 122).

Before selecting their sample, however, they had to determine which facilities were used by the homeless and what services they provided. After conducting an investigation of the facility and service utilization by the homeless

population, they determined that for their sample to be representative of the total population of homeless in the area, three sampling strata or sectors had to be distinguished: (1) Beds - comprised of persons using temporary sleeping quarters or beds made available to the homeless in shelters or through the provision of hotel vouchers; (2) Meals - consisting of homeless persons receiving free meals from missions or other programs, but not using beds; and (3) Congregating areas - made up of homeless individuals who made some use of missions and drop-in centres (Burnam and Koegel, 1988: 123). These three sectors were used as corerstones on which the final sample would ultimately be drawn.

The next phase of Burnam and Koegel's design involved collecting data from each of the facilities included in each of the sectors, as well as, from surveys of homeless individuals themselves, in order to estimate the proportion of the population falling into each of the strata over a months time (1988:123). Following this, they determined the proportion of individuals using one or more of the facilities or services, e.g. the overlap between the facilities, and adjusted their estimates of the numbers of people falling into each of the above specified strata. Finally, they randomly selected a sample of individuals within each strata on a given day. The end product of this methodological design was the selection of a sample that consisted of a representative cross-section of homeless individuals "on an average day" in Los Angele's Skid Row.

Using the methods and procedures briefly outlined above, we conducted a preliminary survey of the homeless population in the East Village during February, 1991. Our goal was to determine the services and facilities used by the homeless and then to estimate the proportions of homeless using each of the services. The following sections detail the results of this process.

3.2 DEVELOPMENT OF THE HOMELESS SAMPLING FRAMES

Over the month of February, 1991, we gathered information and collected the necessary data in order to determine the proportions of the homeless population in the East Village using the facilities included in the beds, meals and congregate area sectors. We began by, first, determining the different types of services provided to the homeless population in the East Village. Secondly, we collected information on the characteristics of the facilities in the East Village such as: numbers of beds, eligibility for beds, length of stay in beds, numbers of meals served, times of meals, other services (e.g. drop-in or congregate services) and number of persons using other services during the month of February. Table 9 presents a summary of this information.

Table 9: East Village Sampling Information.

FACILITY	No. of Transient Beds	No. of Beds Feb. 91	Meals Served to Transients	Meals for mo. Feb. 91	Congregate Areas
Single Mens Hostel*	138	3,811	Breakfast	—	—
			Lunch	—	—
			Dinner	—	—
Drop-In Centre	100	2,992	10:30 am	2,992	Drop-In
			2:30 pm	2236	1,230/mo
St. John's Soup Kitchen	—	—	Lunch	3362	—
Salvation Army Soup Line	—	—	Dinner	1282	—

* The Meals served at the hostel are provided only to those who are residents of the hostel. Thus, because those staying at the hostel would be represented in our beds sector, the meal services provided at the hostel were not included in the meals strata.

As table 9 indicates, a total of two facilities offered beds to homeless individuals within the geographical area of the East Village. On the other hand, three facilities offered meals to individuals other than those whom they were housing as part of a program, together providing approximately 233 meals per day to the homeless and transient population. However, it should be pointed out that this figure does not accurately reflect the number of homeless individuals served for a number of reasons: 1) more than one meal is served per day at one of the facilities; 2) individuals may eat at more than one facility throughout the day; 3) individuals are allowed to have more than one serving during the same serving

period; and 4) meals are not restricted to individuals who are homeless. Lastly, only one facility contained an indoor congregating area. Because of the constant movement of individuals in and out of the facility, it was extremely difficult to determine exactly how many individuals it served. This facility takes a daily count at 12:00 pm (noon) of the number of individuals present in the centre. Using these data, the total number of individuals (who may or may not be homeless) using this congregate area for the month of February was 1,230 or approximately 44 people per day. Finally, it should be noted that the some facility provides services to the homeless which are also included in the beds and meals sectors

Given the sampling information that we collated, we concluded that, taking the size and characteristics of the homeless population residing in the East Village into consideration, it would be redundant to partition the sample into three sectors. Because only one facility offered a drop-in service (e.g. provided an indoor congregating area) and that same facility provided both beds and meals, it was decided that the portion of the homeless using the congregate area at this facility would be captured, or represented, in the bed and meal sectors.

From the information presented in table 9, we determined that the services provided to the homeless in the East Village should be assigned to each of the sectors in the following way:

BEDS SECTOR:	The Single Men's Hostel The Drop-In Centre (Night Program)
MEALS SECTOR:	The Drop-In Centre (Meals service) St. John Soup Kitchen Salvation Army Soup Line

The next stage of our investigation led us to identify a number of <u>other</u> (e.g. not including drop-in facilities outside of the Village) congregating areas, areas in and on the periphery of the Village which attract concentrations of individuals. These included: City Hall (on Sunday mornings), the Calgary Public Library; Devonian Gardens and three fast food outlets. In total, 75 people were counted in these areas; over several observation periods between February 17th and

February 24th, 1991. However, this number cannot be interpreted as representing the number of people who actually passed through these places. Thus, like Burnam and Koegel, it was decided that we would not attempt to sample this sub-population of people in the Village.

The decision to not sample from the other congregating areas left us with the possibility that a number of individuals who did not use the bed and meals services provided and did not congregate at the CDIC would not have an opportunity of be selected into the sample. Thus, ultimately, the final sample chosen would not represent the entire homeless population in the East Village.

In order to ensure that a minimal amount of bias was introduced into the sample by excluding this sampling strata, we conducted a brief survey of the individuals in the "other" congregating areas in order to determine the likelihood of capturing these individuals in our beds and meals sectors. The sample design of this survey involved sampling a quota (e.g. set number of individuals based on their proportions; derived from the observations of the areas) of those individuals available in each of the areas at the time of the survey. The survey was conducted over a period of four days. Individuals were asked a series of questions that established whether they were homeless (e.g. they did not have a room, apartment, or house of their own, or had not been in their own place in the last month). If they met the criteria for homelessness they were asked three additional questions in order to determine whether, in the last month, they had: 1) slept in a bed in any of the facilities in our beds strata; 2) eaten a meal at any of the settings in our meals sector; or 3) spent time in the CDIC congregate setting.

Of the 36 persons approached across the six settings, 5 refused to participate, for a completion rate of 86 percent. Of the 31 individuals agreeing to participate, 25 or 80 percent had in fact passed through the bed stratum, meal stratum or both strata during the month of February. Only 3 people (10 percent) had used the congregating area at the Drop-In centre. Furthermore, these three people reported using at least one of the facilities in both the beds and meals sectors over the last month. These results, therefore, provided ample evidence that excluding the "other" congregating areas from our sampling frame would not significantly bias the results of the study. That is, these findings suggested

that the majority of people in the outdoor congregating areas would be represented in our sample by virtue of the fact that they also were using the services available in the Bed and Meal sectors. Thus, we felt confident that allocating our sampling frame to the Bed and Meal sectors only, would produce a sample of homeless individuals in the East Village which would be representative of the entire homeless population in the area.

3.2.1 Allocating the Sample Across the Bed and Meal Sectors

Having decided to sample individuals as they used beds or as they received meals, we then proceeded to determine how to proportionately sample in each of these sectors. Like Burnam and Koegel (1988: 133), we noted that these categories were not mutually exclusive and overlap in usage between them was highly probable. Following their reasoning, we also anticipated that the population that used a bed in the bed sector was a subset of the population that receives meals in the East Village (e.g. the meals sector is more inclusive than the beds sector). Thus, as Burnam and Koegel put it, "... as one moves from the category of beds to meals..., one casts a wider net, drawing in individuals who are less and less involved in service utilization" (1988: 134). We, therefore, decided that our sampling strategy would be to sample those in the beds stratum first, thereby, allocating the maximum proportion of our sample to this category, and then sample the meal settings; accessing those individuals who would not have a high probability of being sampled in our beds sector.

However, before we could carry out this procedure, we had to estimate the amount of overlap between the two sectors. In order to do this, a second survey of the facilities included in the meals sector - the most inclusive of the sectors - was carried out. The Meals Enumeration consisted of four questions: 1) Do you currently have a room, apartment or house of your own?; 2) Have you stayed in your own place in the last 30 days?; 3) Have you slept in a bed at the Single Men's Hostel or the Drop-In Centre in the last 30 days?; and 4) In the last week have you eaten at any of the following places? The Salvation Army Soup Line? The 10:30 and 2:30 meals at the Drop-In Centre? and The St. John's Soup Kitchen? The survey consisted of a complete enumeration of all individuals using the meal services provided at the Soup Line, Drop-In Centre and Soup Kitchen at four different times over the month of February, 1991.

Across the three locations, 264 individuals were approached. Of these, 26 declined to be interviewed, resulting in a completion rate of ninety percent. From the survey, we determined that 61 people were not homeless (e.g. they answered "yes" to questions 1 or 2). Excluding these people, information on sector overlap was thus available for 177 people. Of these 177 individuals, 78 percent (138) had slept in a bed at either the Single Mens Hostel or the Drop-In Centre in the last month, while 22 percent (39) had received meals but had not slept in a bed in the beds sector over the previous month.

Given our goal of completing 100 interviews of the homeless in the Village, and assuming a completion rate of 90 percent (based on the refusal rate of 10 percent in the meals enumeration survey), we calculated that we would have to sample 110 individuals in order to achieve a final sample size of 100. Knowing that 22 percent of the population uses meals but not bed services, we determined that 24 people needed to be sampled in the meals sector. The remaining 86 people (78%), would be drawn from the beds sector. All that remained to be done at this stage then, was to ensure that the individuals to be sampled across the different facilities within each sector had an equal probability of being selected.

3.2.2 Sampling Within The Beds Sector

Within the East Village there are two facilities available to people who are seeking beds for which they do not have to pay: The Single Mens Hostel (SMH) and The Calgary Drop-In Centre (CDIC). A full explanation of the project and its aims was provided to the directors at each facility, and their cooperation in terms of allowing interviews to take place on the premises was requested and granted.

Before determining the proportions of interviews to take place in each facility, however, we first had to figure out the degree of utilization overlap that occured between the two facilities. That is, it is commonly acknowledged, and we have also noted in our observations, that a substantial proportion of the homeless population in the Village use both facilities over the course of a month. Thus, in order to ensure that interviews were allotted to each facility in the correct

proportion, we had to account for and control this overlap in our sampling design.

Using Burnam and Koegel's design, we derived an estimate of the amount of overlap between the facilities and subsequently controlled for it in the overall design of the project by going through the following stages. During the first stage we compiled a list of different people using each facility for the month of February, 1991. This list provided us with a count of the different people who had slept in each facility in a 30-day period, thus giving us an estimate of the number of people that the beds in each facility represented. From this procedure we determined that, for the month of February, 510 different people slept in a bed at the SMH and 529 different people slept in a bed at the CDIC.

Next, the list from each was compared to the other to see which people had slept in a bed in more than one place. Where overlap was found, it was split evenly or proportionately weighted between the two lists. For example, a person who had slept in a transient bed at the SMH, and in a bed at the CDIC, during the designated period (February), was counted as one-half in each of the two categories. This procedure served to adjust the estimated number of persons represented by a facility in order to account for the overlap between facilities. In total, we found that 239 people, out of a total of 1,039, had slept in a bed at both the facilities during the month of February. A weight of .5 was assigned to the individuals whose names appeared on both lists. As a result, we calculated the total number of different people using a bed in our beds sector in one month to be equal to 800; after adjusting for the overlap between the two facilities.

Finally, using the figures derived in the first two stages, we calculated the proportions of the total population of different people using beds for each site in the beds sector, controlling for overlap, as follows: the SMH = .4881 and the CDIC = .5119. The sample of desired interviews, 86, was then proportionately allocated to transient beds in each of the facilities based on the number of people that each bed represented relative to the total population of people using beds during the month of February, 1991. The number of interviews, derived from our calculations, to be conducted at each facilities are as follows: SMH, 42 interviews and CDIC, 44 interviews.

3.2.3 Sampling Within The Meals Sector

In total, there are three organizations which provide meals to homeless and transient people in the East Village. These include: the CDIC (2 meal settings at 10:30 am and 2:30 pm), the Salvation Army Soup Line (dinner) and the St. John's Soup Kitchen (lunch). All three facilities permitted us to sample from their line-ups and to interview on site.

As in the beds sector, the goal here was to control for the overlap in usage between the four meal settings, such that each individual in the total population availing themselves of meals in each of the facilities would be counted only once. In short, the attempt here was to allocate the entire meal sector sample across the various meal settings such that the number of interviews assigned to each would represent the proportion of the homeless in the East Village who were served at that particular place. To this end we, once again, followed Burnam and Koegel's design.

The procedure outlined by Burnam and Koegel is very long and complicated and we will not review it here (see: Burnam and Koegel, 1988: 140-145). Instead, table 10 presents a summary of the steps and calculations that we went through in order to derive an estimate of the proportions of eligible persons served by each meal site, adjusted for the overlap in usage between the four sites. Using these proportions, we allocated the desired number of interviews to be conducted in the meals sector, 24, as follows:

St. John's Soup Kitchen:	19 interviews
Drop-In Centre (10:30 am):	1 interview
Drop-In Centre (2:30 pm):	1 interview
Salvation Army Soup Line:	3 interviews
Total	24 interviews

Table 10: Summary of Steps Used to Derive Proportions of Interviews to be Conducted at Each Facility in the Meals Sector.

Procedure	Soup Kitchen	CDIC AM	CDIC PM	Salvation Army	Total N
Not Homeless	23	22	10	6	61
Slept in a Bed in the Beds Sector	36	69	28	5	138
Eaten a Meal but Did Not Sleep in a Bed	27	2	4	6	39
Average No. of Meals (February)	10.5	3.39	2.36	1.95	—
Total No. of Meals Served - February '91	3,352	2,992	2,238	1,292	9,874
Est. of the No. of Different Persons Served (Total / Average No. of Meals)	334	883	948	663	2,828
Proportion of Eligible Persons at each Site	.69	.05	.10	.15	—
Total No. of Eligible Persons served by each Site (Est. of Diff. Person x Prop. eligible)	231	45	97	102	475
Eligible No. of Persons Eating at each Site, Adjusted for Overlap	22	6.5	3	7.5	39
Proportions of Persons Eating at each Site, Adjusted for Overlap	.56	.17	.08	.19	—
Total No. of Eligible Persons served by each Site, Adjusted for Overlap	130	8	8	20	166
Proportions of Eligible persons served by each Site, Adjusted for Overlap	.78	.05	.05	.12	—

3.3 DEVELOPMENT OF THE SENIORS, BUSINESS, AGENCY AND OTHER ORGANIZATIONS SAMPLING FRAMES

The final stage in the development of our sampling frames was to determine the numbers of people to be interviewed in the general population (e.g. other than the homeless) in the East Village. This population is mainly made up of of two groups: the senior citizens living in the Village and the businesses, agencies and other organizations located in the area. A complete sampling list was developed for each and simple random samples were selected on the basis of these lists.

A comprehensive list of the seniors residing in the seniors residences located in the Village was obtained from the organization that manages the buildings. In total, there are three buildings which house 653 seniors. We decided to select a sample from this group based on the proportion of seniors residing in each building relative to the total population of the Village. Thus, the sample of

seniors was randomly selected from the three buildings and proportionately allocated as follows: Edwards Place, 22 interviews; Murdoch Manor, 128 interviews; and George King Towers, 20 interviews. In total, we estimated that 170 face-to-face semi-structured interviews needed to be drawn in order to attain a representative sample of the seniors population in the East Village.

Lastly a complete list of all the businesses, agencies and various organizations located in the East Village was generated. A total of 69 agencies and services were enumerated. Because this group is relatively small, compared to the total population in the Village, we decided to send out interviews to all of the organizations included on the list. Both a telephone and a mail-out survey was employed in order to solicit the views of those on the list as to their opinions concerning the redevelopment of the Village and their views of the homeless currently residing in the area.

In conclusion, table 11 presents a summary of the sample of the sub-groups making up the population of individuals living in the East Village that we surveyed. The proportion of each group is outlined and the number of interviews to be conducted in each strata is specified. While the procedures that we have employed in determining the make-up of our sample may seem somewhat elaborate, we suggest that the variety of sampling designs, techniques and procedures outlined were necessary in order to ensure that the views and opinions of all of the residents of the East Village were equally represented in the proposed study.

Table 11: Sampling Strata Summary.

	No. of People to be Randomly Sampled	Proportion of the Population
BEDS:	86	.78
Single Men's Hostel	42	.38
Calgary Drop-In Centre	44	.40
MEALS:	24	.22
St. John's Soup Kitchen	19	.17
Calgary Drop-In Centre (AM)	1	.01
Calgary Drop-In Centre (PM)	1	.01
Salvation Army Soup Line	3	.03
SENIOR CITIZENS:	170	.17
Edwards Place	22	.15
Murdoch Manor	128	.35
George King Tower	20	.14
BUSINESSES & AGENCIES:	69	1.00
TOTAL NUMBER OF INTERVIEWS	349	

3.4 SUMMARY OF THE SAMPLING RESULTS OF THE SURVEYS

Following the sampling design and methodology outlined in the previous sections, four questionnaires were developed and administered[1] to the four major groups identified in the community. Interviewing took place throughout the months of May to August, 1991. The original research design called for a total of 349 individuals, agencies, businesses, community organizations and services to be contacted and interviewed. Overall, 305 interviews were completed, for a study response rate of *88 percent*..[2] Tables 12 and 13 detail the sampling and response rates for the study, broken down by the sub-populations interviewed. As can be noted, the response rates ranged from a low of 64% (the businesses and community organizations) to a one hundred percent response rate for the homeless.

A general rule of thumb for assessing the adequacy of response rates is that, "... a response rate of 50 percent is adequate for analysis and reporting. A response of least 60 percent is good. And a response rate of 70 percent is very good." (Babbie, 1989: 242). Response rates function as a means of assessing the representativeness of the sample selected. In other words, how well the responses of those included in the sample reflect those of the general population. Given the "good" to "excellent" response rates achieved in this study, we feel confident that the results of each survey provide us with an accurate description (e.g. age, gender, income, education, etc.) of each sub-group of the East Village population, as well as providing an accurate picture of the views and opinions of the residents of the community towards its' re-development.

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1 Copies of all four questionnaires are included in appendix I.

2 The original list obtained of the business and community organizations included four organizations which were no longer located in the East Village. Thus, the valid number of organizations to sampled for this sub-population was actually 47 not 51.

Table 12: Summary of the Response Rates of the East Village Surveys. Calgary, Alberta, 1991.

	N to be Sampled	Interviews Completed	Response Rate (%)
The Homeless	110	110	100.0%
The Seniors	170	153	90.0 %
Business & Community Organizations	47	30	63.8%
Service Providers	18	12	66.7%
Totals	345	305	88.4%

Table 13: Description of the Survey Completion and Refusal Rates for The Homeless, Seniors, Community Organizations and Business and The Agencies in the East Village. Calgary, Alberta, 1991.

	No. in Survey	Non-Response	Number Refused	Refusal Rate	Total
The Homeless:*					
Meals Sector	24	0	4	.14	28
Beds Sector	86	0	31	.26	117
Sub-total:	110	0	35	.20	145
The Seniors:					
Edward's Place	22	0	1	.04	23
King George Tower	20	0	14	.41	34
Murdoch Manor	111	0	44	.28	155
Subtotal:	153	0	59	.24	212
Business & Community Organizations:	30	11	6	.36	47
Service Providers:	12	5	1	.33	18
Total	305	20	101	.26	422

* In addition to those who refused to participate in the survey seven other people failed to meet the homeless criteria outlined in section 1 of this report.

3.4.1 THE HOMELESS SURVEY

Using the six domains of interest and the specific variables outlined in section 1.6 of this report (page 37), a questionnaire was developed and administered to a total of 110 homeless people residing in the East Village. The questionnaire was pre-tested and revised over the course of conducting the interviews in the meals sector. The mainstay of the revisions involved simplifying a number of questions and shortening the questionnaire in general. The original questionnaire took approximately 1.5 to 2 hours to complete. During the pre-

tests it was found that the maximum amount of time that the respondents could withstand was roughly one hour. Therefore, the questionnaire was substantially reduced with the result that, depending on the interviewer, the interview took anywhere from 25 to 65 minutes to complete, with an average completion time of 45 minutes.

Overall, 159 persons were approached and asked to participate in the study. Of these, 35 people refused to take part in the survey. The remaining 145 people who agreed to take part in the study were asked two screening questions designed to ensure that the individuals chosen for inclusion in the study were, in fact, homeless.[3] As a result of this process, it was found that 14 people did not met either one of the two criteria and, therefore were excluded from the study (see table 13).

THE MEALS SECTOR: The interviews completed in the beds sector came to a total of 24. Altogether, 35 people were approached. Of these 4 people refused and 7 people were not homeless and therefore were not included in the survey. Three interviewers were used to conduct the surveys at the locations included in the meals sector: St. John's Soup Kitchen (n=19), the Salvation Army soup line (n=3), and the drop-in centre (morning meal - n=1 - and the afternoon meal - n=1).

People were approached as they lined up for a meal at each of services. Starting from the first person in the line, every fifth individual was selected and asked if they would participate in the survey. If they refused, the interviewer was instructed to move onto the next person (fifth in line from the person who had refused) and to ask them to take part in the study. Sample selection continued until the interviewers had selected the desired number of people to be interviewed at a particular setting. In some instances, depending on the setting and the number of interviews to be conducted at that site, the interviewers had

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[3] To review, the homeless are defined as those people who do not currently have a room, apartment or house of their own, or have not been in their own place within the last thirty days (see page 7 of this report). Accordingly, the screening criteria used in the survey consisted of the following two questions: (1) Do you currently have a room, apartment or house of your own for which you pay to live in? and (2) Have you stayed in your own place within the last 30 days?

to return a number of times before the desired number of interviews were completed.

It took five sittings for the required number of interviews to be completed the St. John's Soup kitchen. The soup kitchen, because of it's high degree of utilization by both the homeless and other people in need and because it is the most inclusive of all the settings in this study (e.g. the maximum number of people using the various services to the homeless pass through this setting) had the highest proportion of people to be interviewed.[4] The interviews took place during the following dates: June 19th, 20th, 21st, 24th and 26th. At total of 19 people were interviewed during the one hour meal provided week days by the soup kitchen. Both the drop-in centre and the Salvation Army soup line required only one sitting to obtain the required number of interviews. The interviews at the soup line took place on July 16, 1991 and at the drop-in centre on June 24, 1991.

THE BEDS SECTOR: Forty-four interviews were completed at the drop-in centre and 42 interviews at the Booth centre, making the total number of interviews completed in the beds sector equal to 86. Over the seven days that the interviewing took place, one hundred and twenty-four people were approached and asked to participate in the study. Of these, 31 refused and 7 were not homeless according to our criteria.

Between six and eight interviewers were used, depending upon the site and the number of people to be interviewed. Because of the limited time periods in which interviewing could take place, only a maximum of 2 interviews could be completed at one sitting. In most instances however, we were limited by the amount of time available to complete the interviews. For example, the drop-in

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[4] To review, the numbers of people to be interviewed at each site in both the beds and the meals sectors were based upon statistics supplied by the various services provided in each sector for the month of February, 1991. Thus, in the case of the meals sector, the soup kitchen had the highest rate of utilization (e.g. they served the highest number of meals for the month) therefore, it was proportionately alotted the highest number of interviews. The drop-in centre, on the other hand, provided services in both the beds and the meals sectors, therefore, based on the satistics provided by the centre, it was determined that only one person needed to be interviewed at each of the meals times (a.m. and p.m.) in order to represent the numbers of people who used the meal service and not the night program at the centre.

centre extended their "lights-out" policy to between 11:00 pm and midnight, so that we might complete at least one interview per night.

The Booth Centre presented a different problem in terms of interviewing. The residents at the hostel are required to be out of the building by 8:00 a.m. in the morning, they can't get back into the building until 4:00 p.m. in the afternoon and after dinner they are free to do what they like until 10:30, at which time they have to be in their bed or room with their lights out. It was very difficult, then, to chose a time of day in which the maximum number of residents would be readily available for interviewing. In order to maximize both the time we had to complete interviews and the pool of residents to be randomly selected for interviewing, it was decided that the best time would be to select people as they lined up for breakfast (7 to 9 a.m.) and dinner (4 to 6 p.m.). As a result, 20 people were interviewed during breakfast and 22 during dinner.

As in the meals sector, people were selected from the meal line-ups at the Booth centre and from the line up for beds at the drop-in centre using a random start with a pre-selected interval. Initially, the interval calculated was every tenth person. However, because the various people using the facility didn't use the facility at the same time, we found that this interval was too broad given the pool of individuals to be selected from at any one point in time. After a brief process of trial and error, we found that between 30 and 40 people tended to line up at any one time. Therefore, the sample interval was shortened to between 2 and 5 depending upon the size of the line-up present at the time of interviewing. Interviewing took place at the drop-in centre on the following dates: June 26th and 27th, and July 2nd to the 4th; and at the Single Men's hostel in the morning and afternoon of July 17th and 18th, 1991.

For the most part the interviewers reported that those taking part in the study had an average (59.1%) or high (24.6%) level of comprehension. Less than nine percent of the participants had some difficulty with the questionnaire. In addition, the interviewers also noted that roughly the same proportion of people seemed to be drunk (9.1%), while they report that 38% seemed to be in good health. Only a small proportion of the respondents displayed any signs of problems with their mental health (2.7%) and in 4.5% of the cases did the

interviewers suggest that the respondent was despondent or depressed. However, roughly a tenth of the sample seemed to be very lonely.

Finally, the respondent's answers to some of the questions asked of them did not always directly address the question. In many instances the respondents provided the interviewers with information that fell outside the bounds of the question. In such instances, the interviewers noted the information at the end of the survey in their comments. The most interesting of these observations was that, 15 percent of the respondents reported just having arrived in the city (e.g. that they were transient) and 4% reported that they "literally" lived on the street and had been there for a long period of time. An additional 4% told the interviewers that they were alcoholics.

3.4.2 THE SENIORS SURVEY

A questionnaire was developed and administered to a total of 153 seniors residing in the East Village. The questionnaire was constructed using a wide range of standardized questions and scales which measure sociodemographic characteristics as well as health, perceived health and functional ability. In addition, an extensive series of questions was developed to measure the senior's degree of involvement and level of activity in the East Village community, as well as their social networks with family, friends and others. Finally, a sub-sample of seniors from the 3 buildings was selected and the questionnaire was pre-tested and revised on the bases of their responses as well as the amount of time it took to complete the questionnaire. Overall, 212 persons were approached and asked to participate in the study. Of these, 59 people refused to take part in the survey (table 13), resulting in 153 completed interviews. Interviewing took place simultaneously in the three buildings from June, 1991 through to the August, 1991.

As previously noted, complete lists of the residents in each of the buildings were obtained from the organization managing buildings. The lists were used to draw a representative sample of residents from each building. Samples were selected using a random start with a fixed interval. In the case of Edward's Tower and George King Tower, every seventh name on the list for each building

was selected and the resident was contacted and asked to participate in the study. Only one person from Edward's Tower refused to take part in the study, while 14 refused in George King Tower. The sampling procedure used was sampling with replacement, thus when a refusal was obtained the next seventh person was selected and contacted. Selection proceeded until the desired number of interviews was obtained: Edward's Tower, 22 and King George Tower, 20.

Of the three buildings, Murdoch Manor is the largest and houses the highest proportion of seniors in the community. Consequently, because the intent of the study was to sample proportionate to the population in the East Village, the largest number of seniors was selected from Murdoch Manor. As a result, the sampling interval for this building was much smaller. The calculated interval was 3, thus, every third person on the resident's list for Murdoch Manor was selected for inclusion in the study. Refusals were handled in the same manner as the other buildings using an interval of three. In total, 44 refusals were obtained and 111 valid interviews were completed.

The actual number of interviews obtained in Murdoch Manor fell short of the planned number of interviews by 17 people, resulting in an overall response rate for the building of 86 percent. Given the high rate of response, we concluded that the overall sample bias introduced by this shortcoming was extremely minor and the representativeness of the sample of the residents in the building unattenuated.

Those interviewing the seniors noted that approximately 90 percent were very cooperative and had no problems understanding or completing the interview. Additionally, they indicated that only 16 percent had some language difficulties while competing the survey. Furthermore, less than four percent (n=6) had extreme difficulty completing the survey as a result of not speaking english very well. Given the low level of difficulty that the seniors had with the questionnaire, we feel confident that the results obtained from the survey are both valid and accurate.

3.4.3 BUSINESS & COMMUNITY ORGANIZATIONS

A questionnaire designed to obtain a description of the views of the businesses and organizations in the East Village towards the elderly and the homeless and of the proposed re-development of the community was developed and administered to 30 business and organizations in the East Village. A list of all the 51 organizations (business and community) in the East Village community was generated[5] using the 1990 Key Contacts Directory which provides a complete listing of all residents, organizations, and businesses street-by-street for the City of Calgary. The streets and avenues which make up the East Village community were identified and all of listings in the directory within the boundaries of the village were collated.

Initial attempts were made to contact each of the organizations on the list by phone in order to arrange a convenient time in which to call back and to complete the survey. Of the 51 organizations listed, 4 organizations were no longer located in the village; reducing the valid number of organizations to 47. Of the remaining 47, 11 never responded to our calls - e.g. messages were left for the manager, director or owner on several occasions, but, they never responded - and 6 refused to participate in the survey. Thus, a total of 30 interviews were complete with a response rate of 64 percent.

Five organizations on the list were initially selected in order to pre-test the questionnaire. The organizations were contacted and agreed to participate in the survey. The telephone survey took approximately 20 minutes to complete and the respondents found the questions straight forward and had no discernable difficulties with the survey. The remaining organizations on the list were then contacted and arrangements to complete the interviews made.

Although the majority of interviews took place over the telephone (87%), on four occasions the respondent requested that the interview either take place in person (n=2) or that the questionnaire be mailed to them (n=2). The survey was conducted from June 19th through to July 31st, 1991. Again, with a response rate of 64 percent, we feel confident that the sample of organizations and

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[5] A copy of the list of business and community organizations surveyed is included in appendix II.

business in the community is a representative one and that the responses obtained are accurate and valid.

3.4.4 THE SERVICE PROVIDERS

Using the 1990 Key Contacts Directory a list of agencies serving the residents of the East Village was developed[6]. A total of 18 agencies were included on the list. Directors or supervisors in all of the agencies on the list were initially contacted by telephone and asked to participate in the survey. Of these, only one refused while five did not respond to the initial contact. The directors or supervisors in the remaining 12 agencies were queried as to the number of staff that worked in the agency. The appropriate number of questionnaires were then delivered to the contact person, who was asked to distribute the questionnaires to their staff and to pick them up upon completion. Overall, a total of 38 persons from the 12 agencies completed and returned the survey.

The questionnaire that was developed included a wide range of questions and standardized instruments which measure the individual's job satisfaction, their function and role within an agency and the degree of stress involved in the performance of their job. Information was also collected on the respondents' views and opinions of the proposed redevelopment of the community; as well as their attitudes and ideas concerning the needs of the elderly, homeless and other individuals that they serve. Because the sample of service providers was limited (n=18) it was decided that the questionnaire would not be pre-tested. That is, rather than further limiting the number of agencies to be included in the final survey by pretesting the instrument on a portion of the agencies included on the list, all of the agencies were contacted and the questionnaire distributed without pretesting the instrument.

Overall, this decision did not result in any major difficulties. Only two of the agencies who agreed to participate in the survey had any difficulty with the questionnaire. The main difficulties identified were with the length of the questionnaire and with the perceived "personal nature" of some of the

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[6] A copy of the list of service providers sampled may be found in appendix II.

questions. These problems were resolved by instructing the respondents to complete only those questions and sections of the questionnaire that they felt comfortable with. The remaining 10 agencies who participated in the survey did not report any difficulty with the survey.

4. RESULTS OF THE HOMELESS SURVEY

4.1 Sociodemographic Profile

- ***single males***
- ***average age 34.29***
- ***52% born in the prairie provinces***
- ***45.5% have lived in Calgary for a year or less***
- ***all have relatives***
- ***36% have living children***
- ***Native people are over-represented***
- ***the majority are from blue collar families***
- ***level of education is only slightly below Canadian median***

Comments

As was expected, the majority of the sample of homeless were males (90.1%) with the mean age of 34.29 years. Reviewed studies indicated that between 73 and 85 percent of the homeless are male and that the average age of the homeless falls between 32 and 39, a direct reflection of the average age of the baby boomers. Males are undoubtedly over-represented in this sample because only one shelter in the Village serves women. Only ten women were drawn in the sample and are therefore not representative of the female homeless population.

Approximately 65 percent were never married which is consistent with all previous studies. Twenty-six percent were born in Alberta. About 28 percent of the sample was born in Ontario but , overall, 52 percent were born in the prairie provinces. Slightly less than half of the sample were fairly new to Calgary since 45.5 percent had lived in Calgary for one year or less.

Almost all of those sampled had some form of family and about 36 percent had living children. In terms of ethnicity, the sample was over representative of native peoples when compared to the Canadian population. Nine percent of the sample claimed to be Native Indian which is over 4 times the national average of 2% in 1986.

Father's occupation and level of education provide some indication of the socioeconomic background of the sample. The majority of the homeless were from "blue collar" families which are represented in the primary occupations, processing, construction trades, transportation and materials handling. In fact, the fathers exhibit a higher share in the blue collar occupations than the Canadian population. For example, 5.7 percent of the Canadian labour force are found in farming but 11.8 percent of the respondent' fathers are reportedly engaged in this occupation. Looked at another way, the fathers were under-represented in the white collar occupations. For example, 16 percent of the Canadian labour force was distributed in professional occupations in 1991 compared to 10.9 percent for the fathers in this particular sample.

A factor related to occupation is educational attainment. The fathers in this sample have considerably lower levels of attainment than nationals levels. For example, in 1981, 35.6 of the Canadian population had some post secondary education compared to .9 for this sample.

The respondents themselves are not very far below national levels in terms of educational attainment and match the educational levels found for most homeless samples in the literature. Almost 55 percent have some high school education or have graduated from high school. About 18 percent have post- secondary education. The median years of schooling for the sample is 11 years which is 1.2 years below the national median of 12.2 years. Approximately 46 percent have had additional training and, of these people, the training has been in the area of skilled and semiskilled trades.

4.2 Homelessness

- ***80% of the respondents described themselves as homeless***
- ***major reason for not having a place to live is lack of money***
- ***98.2% previously had a place to live***
- ***87% had lived with a spouse, family, parents or had their own place***[1]

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[1] Family categories were recoded to include parents and siblings.

- ***61% became homeless for the first time in the last year***
- ***79% say current spell of homelessness has been 12 months or less***
- ***half of the sample have been homeless only once***
- ***80% would prefer not to live with family although almost half believe that their families would be in favour of this idea***
- ***16.5% became homeless for the first time in their teens***
- ***38.9% became homeless for the first time in their twenties***
- ***27.1% became homeless for the first time in their thirties***
- ***71% currently cannot find a permanent home because of the dual cost of a damage deposit plus rent***
- ***only 1.8% prefer a transient life-style***
- ***majority of homeless would like a bachelor or one bedroom apartment***
- ***in previous week, 90.9% of the homeless stayed in a shelter***
- ***in previous week, 84.1% of the meals consumed were in soup lines with 56% of the respondents noting the CDIC, 40.4% the Booth Centre; 31.2% the St. John's Soup Kitchen and 14.7% at the Salvation Army Soup Line*** [2]

Comments

All the respondents that were interviewed in this study were homeless according to the screening questions used in the study. However, some respondents did not view themselves to be homeless, for their own reasons. The 20 percent who chose not to see themselves as homeless believed their condition was only temporary (5.5%) or they felt that the shelters were their home (5.5%). Other reasons included they were in transit, they were looking for an apartment or they usually had a place to live.

The data reported by the respondents indicate that about 60 percent of the homeless are newly homeless persons who first became homeless in their twenties and early thirties. About one half of the sample (51.5%) have suffered only one period of homelessness. An overwhelming proportion previously had a permanent place to live (98.2%), usually their own place.

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[2] This question was a multiple response question containing overlapping responses such that the total is more than 100 percent.

How long people have been homeless is relevant to the ease or difficulty they may have in returning to permanent housing. Given the recency of the experiences of this group, the chances of them succeeding in permanent housing would seem promising especially in light of the fact that 79 percent had previously paid rent for their own place. In essence, they appear to want independence - not live with family and would prefer their own apartment (71.1%) .

Furthermore, most of the respondents say they are homeless because they have no money, no job and because of the state of the economy. Being able to pay a damage deposit and the first months rent is preventing them from finding housing. These reasons are suggestive of the role of extreme poverty in creating the condition of homelessness for this group. Only a very small percent appear to be committed to a transient life-style (1.8%). Overall, it would seem that the respondents have no choice but to use the shelters and soup lines in the East Village.

4.3 Economic Characteristics

- ***81.8 % of the homeless sample is unemployed***
- ***of those employed (17.30%), most are working in blue collar occupations where they tend to work full-time or on a seasonal basis***
- ***81.8% of the sample have been without a permanent job for a year or less***
- ***the mean length of unemployment was 13.1 months with a standard deviation 32.5 months. The most frequently reported spell of unemployment was one month, reported by 24.5% of the sample.***
- ***41.9% of the sample have worked 5 times or less in the last year, primarily in blue collar occupations***
- ***of those who worked in the last year, 26.4 percent reportedly worked full-time and 21.80 worked part-time.***
- ***Sixty-five percent of the unemployed are looking for work***
- ***the major problems they are having in finding a job in order of importance are: no experience/skills, no job opportunities, too old, no transportation, health problems, won't work for minimum wage.***
- ***the reported reasons for not looking for work in order of importance include: health problems, don't want a job and just moved to city***
- ***34.5% receive income from paid labour; 12.7% from social allowance; 5.5% from bottle sales; 4.5% from unemployment insurance; and 4.5% from AISH***

- ***While the mean income per week is reportedly $104, 36% of the sample report no income at all and an additional 20% report income of $50 or less per week***
- ***44.5% of the sample could not afford to pay any rent***

Comments

A number of observations can be made based on the preceding data.

The homeless in the East Village are clustered at the extreme lower boundary of the East Village poverty population. Within the income ranges found, there is considerable heterogeneity as evidenced in the differences among the various measures of central tendency. Almost 36 percent reported no income at all in the week preceding the survey (mode), median income for the week was $50.00 and the mean income was $104.00. Whatever measure is used, the homeless fall near or within the lowest category on the income scale in the East Village (i.e. the 6 percent earning less than a $1000 per year).

Affordable housing at these levels of income is for all practical purposes, nonexistent. According to the 1986 Census of Canada, the average gross rent in the East Village was $340 per month, $178 more than the mean for the amount of rent the homeless are prepared to pay ($162). That the homeless manage to survive at all is a tribute to their own ingenuity and the shelters and soup kitchens in the area.

Surprisingly, about 35 percent of the homeless receive their income from paid labour or other economic activity. Less than 25 percent receive income from transfer payments which is a rather small proportion compared to the existing research. For example, 51.5 percent of the respondents in the only national Canadian study of the homeless were receiving social assistance (McLaughlan, 1988). This finding could be a function of many factors including lack of knowledge of services, newness to the city and perhaps the stringent eligibility requirements for single employables set out by Alberta Family and Social Services.

The job histories of the homeless suggest that most have not been unemployed for more than a year. The elapsed time since the last steady job seems to be about the same length of time that the majority have been homeless, again suggesting that homelessness is at least a partial function of poverty. In turn, poverty appears to be a

function of unemployment for most of the sample. From the respondents perspective, many have worked at something in the last year (54%), most are job hunting (65%) and most are experiencing problems in finding jobs (49%).

One of the possible reasons for the unemployment of the homeless is related to large shifts in the structure of industry and the concomitant change in occupational groupings. In brief, the goods-producing sector (manufacturing and construction and the primary industries) decreased as a share of total employment in Canada beginning in earnest in 1981. Trends in the individual occupational groupings are closely related to the main industries in which they are concentrated. There have been large declines in occupations oriented to producing goods - primary, manufacturing and construction. Beginning in 1981, job loss was concentrated in the construction, mining and some manufacturing jobs.

In short, there are less opportunities for work for the homeless who are most likely to work in these occupations. Any training that the homeless population has, is geared to these occupations; they offer opportunities for unskilled laborers and they are the kinds of jobs the homeless had prior to unemployment. Of the small proportion of the homeless who do have jobs, most are concentrated in these occupations. It is also worth noting that the unemployment rate for Canada has shown an upward trend that started in May 1990 that would not leave the vulnerable homeless unscathed.

4.4 Social Networks

- ***In an average day, the respondents would first go to the unemployment or manpower office (23.6%); to the Drop-In Centre (19.1%); cash corner" (11.8%); would wander around or hang out (8.2%); go to their job (6.4%); go to a coffee shop (6.4%); go to the library (4.5%); the St. John's Soup Kitchen (3.6%) or to home, family/friends (1.8%). The remaining 7 percent usually went to a service organization***

- ***The subsequent places the respondents would go on an average day involved the same destinations as above with more respondents hanging out and hooking up with the basic services of food and shelter as the day wore on***

- ***The major activities of the respondents through the course of a day were, looking for work (77.9%); eating (48.1%); wandering and hanging out (44.2%); sleeping (29.8%) and working (17.3%)***[3]

- ***During the course of a day, the respondents would talk to shelter staff (72.7%); other street people (53.6%); friends (50.5%); no one (27.8%) and anybody (17.5%)***[3]

- ***About 59% of the respondents report having someone close to them***

- ***Of those respondents reporting someone close to them, 20.9% said they were close to one person, 6.4% to two persons and 5.5% to 4 persons***

- ***The respondents report that the first person they were more likely to be close to was family/relatives (32.7%); the second most mentioned person was a friend (14.5%) and the third person, a friend (2.7%). Rarely were they close to another street person***

- ***On average, the respondents report talking to the first person about 11 times per week; the second person about 8 times per week and the third person about 5 times per week***

- ***If the respondents had a serious problem, 22.7% would go to a family member for help; 21.8% would go to no one; 11.8% would go to the hospital; 8.2% to a friend, and 6.4% to Core Urban Projects and 5.8% to the Drop-In Centre***

- ***About 54.5% report that they do not have a group of friends with which they associate***

- ***Of the 42.7% who hang out with a group, they usually meet them downtown; at the Booth Centre or a local coffee shop***

Comment

The data suggest that the homeless tend to remain within the downtown area in the course of a day and that their major activities, after looking for work, are eating, sleeping and hanging out or wandering around. Their activities are consistent with the economic data insofar as this group of respondents are committed to searching for work. The rest of the day appears to be devoted to meeting basic survival needs and, not surprisingly, the people they are most likely to interact with are shelter staff, friends and other street people.

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[3] This was a multiple response question with overlapping responses such that the percentages do not add up to one hundred.

While over half of the sample report someone close to them, most only report one person as close and about 41 percent report having no close relationships. As well, over half of the respondents do not have a group of friends to which they belong. These findings are consistent with existing research which argues that the homeless are socially isolated. Although the respondents indicate that they tend to be close to family and then friends, the numbers reporting these relationships are small. In addition, the homeless are just as likely to ask no one for help as they are to ask a family member. Furthermore, the proportion that would seek help from community agencies, which they tend to use on a regular basis, is even smaller.

Without family and friends or community supports, most people would have few resources to overcome serious problems. The social isolation experienced by this group of homeless persons would therefore make them more vulnerable to the vagaries of changes in employment income and/or deterioration in physical or mental health.

Perhaps on the positive side, the homeless do not consider other homeless persons to be close to them which suggests that they may not identify with this group. Some researchers have postulated that once a homeless person identifies with other homeless persons they become entrenched in the homeless way of life and it is more difficult for them to move back into mainstream society.

4.5 Personal Characteristics

- ***almost 80% of the homeless rate their health as good to excellent***
- ***34.5% report a change in health status since becoming homeless with one-third of the sample reporting that health became worse***
- ***17% of the sample received treatment in the month prior to the survey and there were as many types of illness as homeless***
- ***14.5% report that they have been hospitalized for mental health problems as follows: alcohol or drug abuse (1.8%); attempted suicide (1.8%); and other psychological problems including schizophrenia (10%)***
- ***respondents mean score on the depression scale (CES-D) was 18.36; scores of 16 or higher indicate the need for treatment***
- ***On the Life Satisfaction scale, 87.2% of the respondents reported that they were very dissatisfied to somewhat satisfied with their life***

- ***medical services used include: emergency (40%); walk-in clinic (30%); medical doctor (28%); dental services (20%); alcohol-drug treatment (13%).***
- ***all services received a "good" rating from the respondents***
- ***76.4% of the sample have been arrested, 63.6% were convicted for at least one criminal act and 35% served time for their convictions***
- ***about 21% were charged with break and enter; 16% with a misdemeanor, 11% with impaired driving; 10% with possession/ trafficking; 8% with assault; 6% with fraud and 1.8% with possession of a firearm.***

Comments

The homeless in this study perceive themselves to be very healthy compared to the American studies of the homeless. Of the American homeless, 33 to 40 percent rate their health as fair to poor compared to 21 percent in this study. The reason may be because of a different health care system, the fact that over half of the sample have not been homeless for very along and that they are well looked after by the shelters and services in the area. Another reason might be related to the observation that the homeless tend to underestimate their problems.

Notwithstanding their good health, 17% percent of the homeless reportedly used medical services in a pattern that would suggest no continuity of care - emergency departments and walk-in clinics. The proportion hospitalized for mental health problems is similar to most other studies of homeless people and the scores for demoralization/depression are identical to the Los Angeles study. That almost half of the homeless in this study require treatment for depression according to the CES-D, suggests that the medical establishment is missing this problem, possibly because there seems to be no continuity of care. At minimum, being homeless is obviously a psychologically distressing state and may account for why a large proportion of the sample rate themselves as dissatisfied or very dissatisfied with their lives.

The figures for alcohol-drug related problems are low compared to other studies. The charges for impaired driving and for possession and trafficking would suggest that this problem is more pervasive than the respondents indicated. In the instances of both physical and mental health, the homeless may be underestimating the seriousness of their problems. Baumann and Grigsby (1990) have called this the "puzzle of the homeless" and have argued that the reason problems are underestimated is because

the homeless compare themselves to other homeless persons and not to mainstream society. When comparing with other homeless persons who have equivalent or worse health problems, the perceived severity of one's own problems diminishes.

For some unknown reason, the proportion of arrests, charges and number who went to jail is about 10 percent higher than for most other studies of the homeless. This finding could be a function of a number of factors: higher rates of poverty, a vigilant police force, drug and alcohol problems and so on.

These findings suggest that personal characteristics such as mental health problems and problems with the criminal justice system would militate against gainful employment and would not be solved solely by providing housing. There is also some suggestion that the problems of the homeless may be worse than the homeless indicate.

4.6 Social Services and Community Development

- ***services used by the homeless one or more times included : the Calgary Drop-In Centre (80%); Booth (59%); Calgary Urban Projects (38%); Mustard Seed (38%) Salvation Army (32%); Alberta Social Services (24%); Overcomers (21%); City Social Services (14%); Indian Friendship Centre (5.6%); ADAAC (2.8%); OPECS (.9%); YMCA (.9%)***

- ***in terms of satisfaction with services, about one third were dissatisfied with Alberta Family and Social Services (36.2%); SMH (34%) and the CDIC (31.9%)***

- ***81.80% of the homeless would like services extended, namely more shelter, food and drop-ins (40.9%) and low income housing (16.4%). Five percent would like a referral centre***

- ***Close to 60% felt that services were available. Services requested but not available were transportation (9.1%); financial aid (8.2%); medical/dental care (3.6%); counselling and information (3.6 %); other services (4.5%) which included job training, laundry facilities, legal aid, etc.***

- ***Most of the sample are in favour of development of East Village. They would like to see more general housing (57.3%); more low cost housing (76.4%) and commercial development (37.3%)***

- ***rent geared to income and low cost housing is favoured by 48.2%***

- ***34.5% would like low-income housing to be located anywhere while 19.1 % would like to see this housing located outside of the Village***

- ***most do not want services moved from Village (26.4%); if moved they should be together but near downtown***

- ***45.5% would move to where services were relocated***
- ***52.70% would not move from the Village if it were redeveloped; 70.9% would feel comfortable with new people; and the majority (59.10%) would want to continue living in the Village if re-developed***
- ***the major necessities for the homeless appear to be food (36.4%) and cigarettes (7.3 %)***

Comments

The data strongly suggest that the main services offered to the homeless in the Village represent the first tier of services for the homeless - emergency services such as shelter, food and clothing. The second tier of services which are usually called transitional services - training, job-finding, counselling and assistance in locating housing is not in evidence. Third tier services, which would consist of stabilization services such as permanent housing and employment and long term counselling, are not available.

It would seem that the first tier of services are heavily utilized and most respondents appear to be satisfied with the quality of service. In fact, an overwhelming proportion of the homeless would like to see these services extended, although the data would suggest that this is probably not necessary. Very few homeless people actually sleep on the street and very few go without food. Only 5 people in the entire sample slept on the street; only three slept on the river bank and only one slept in the train station. Out of the entire sample, only one person who slept on the street and only one person who slept on the river bank, did not use a shelter during the time of the study.

Since the inception of this study, the St. John's Soup Kitchen has been temporarily closed down. If the original statistics are re-considered, the Soup Kitchen served 3,352 meals in the month of February 1991 with only one sitting per day at noon. The Calgary Drop-In Centre served 2,992 meals at the 10:AM sitting and 2,238 meals at the 2:30 PM sitting for the month of February. For the same month, with one sitting in the evening, the Salvation Army Soup Kitchen served 1,292 meals.

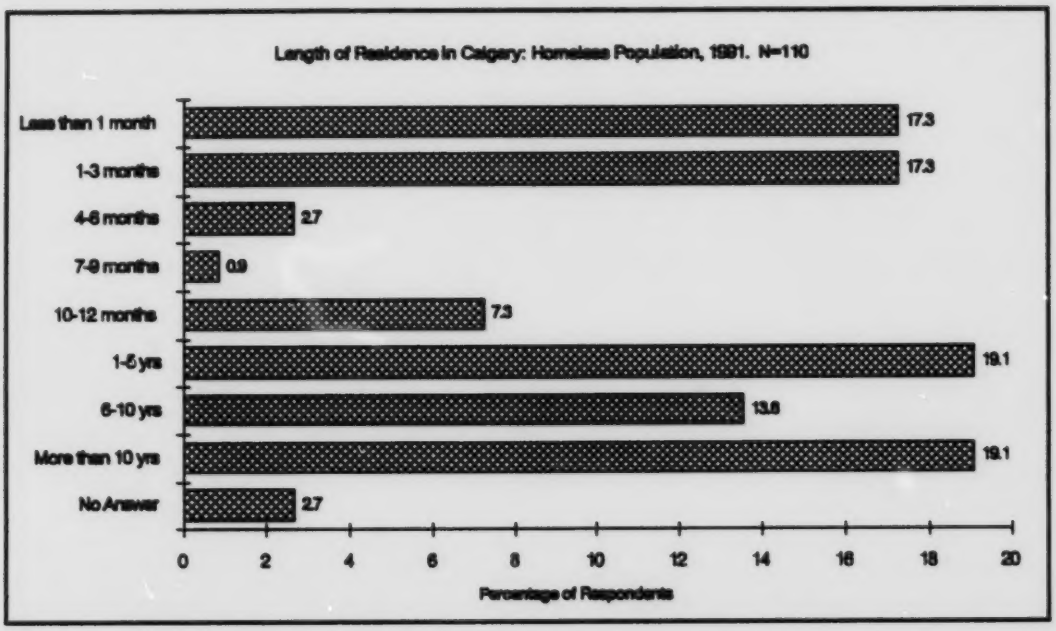
During our interviews, we noted considerable overlap, in that, many of the same people attended all meals. The closing of the soup kitchen does pose a hardship for the homeless although they still have at least two other places to eat. The real problem however, is that the homeless stated that they preferred the St John's Soup Kitchen

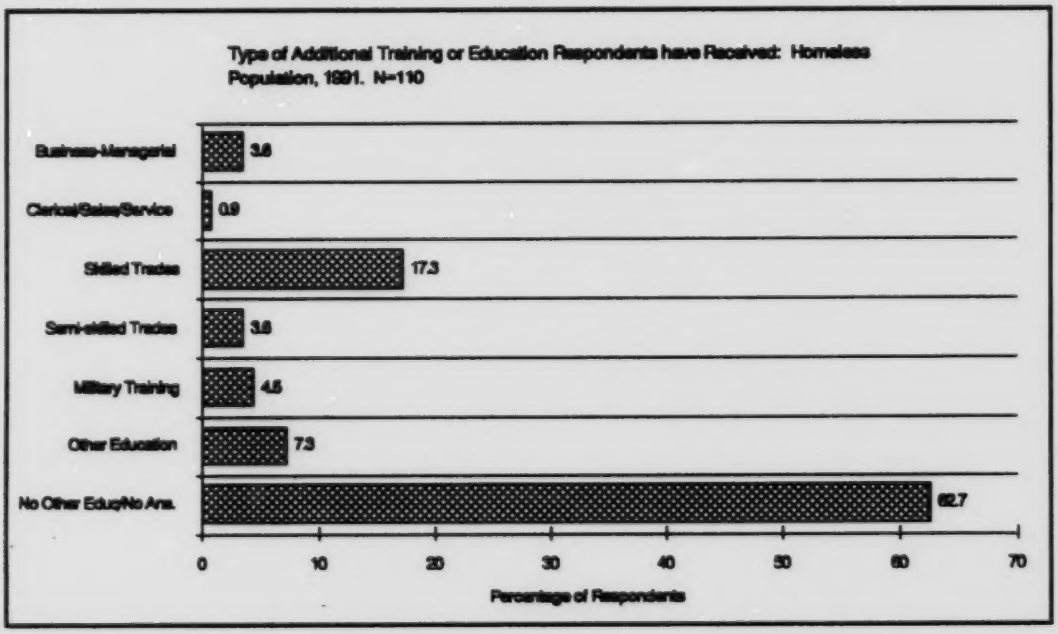
because they thought the food was better ie. this was a service that they rated very highly.

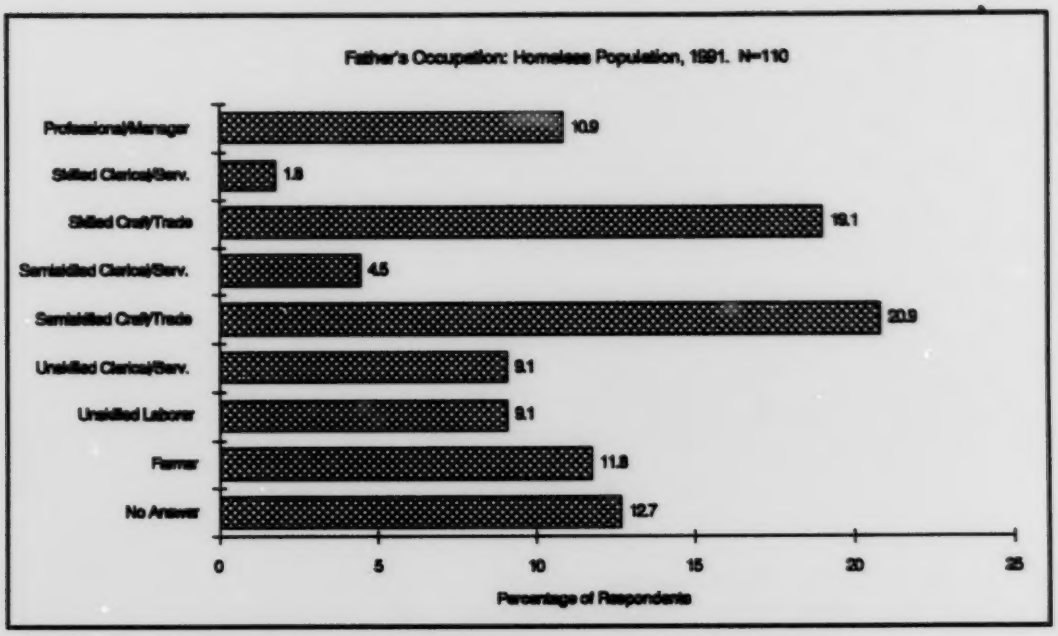
From our perspective, it would be more efficient to have three nutritious meals a day offered at more reasonable time intervals - morning, noon and evening, taking care that the evening meal is served late enough for those who work to reach the meal site. The meal services should be offered seven days a week which currently is not the case.

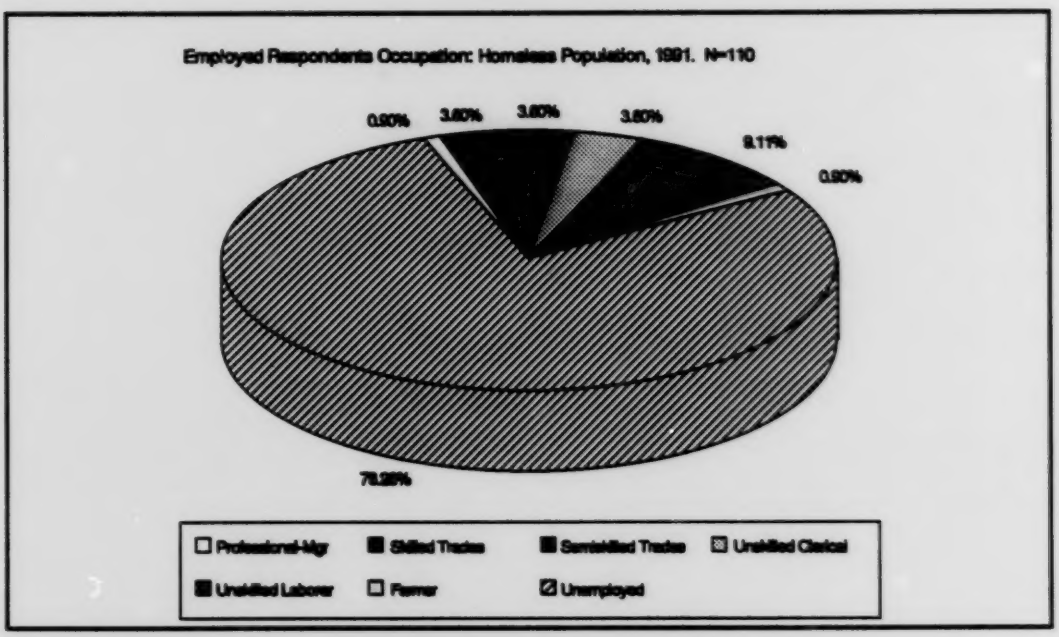
If another change was to be made in first tier services, it would probably be opening the CDIC on Sundays to provide meals and to provide a congregation area, other than City Hall on Sunday mornings. It could be argued, on the basis of the characteristics of the homeless, that what they really require is, at minimum, transitional services. Although they appear motivated to work, their skills are inappropriate given available jobs, suggesting that job training and job finding would be of assistance. Help with personal problems also seems to be indicated, especially for those with mental health problems and for those who have problems with the criminal justice system. Assistance in locating housing would only be useful if there was more low-income housing in the area or the immediate downtown. The shortness of time of homelessness and the small number of periods of homelessness would indicate that at least half of the sample could genuinely benefit from transitional services. The more chronic homeless, about 7 percent of this sample, would continue to use the first tier services.

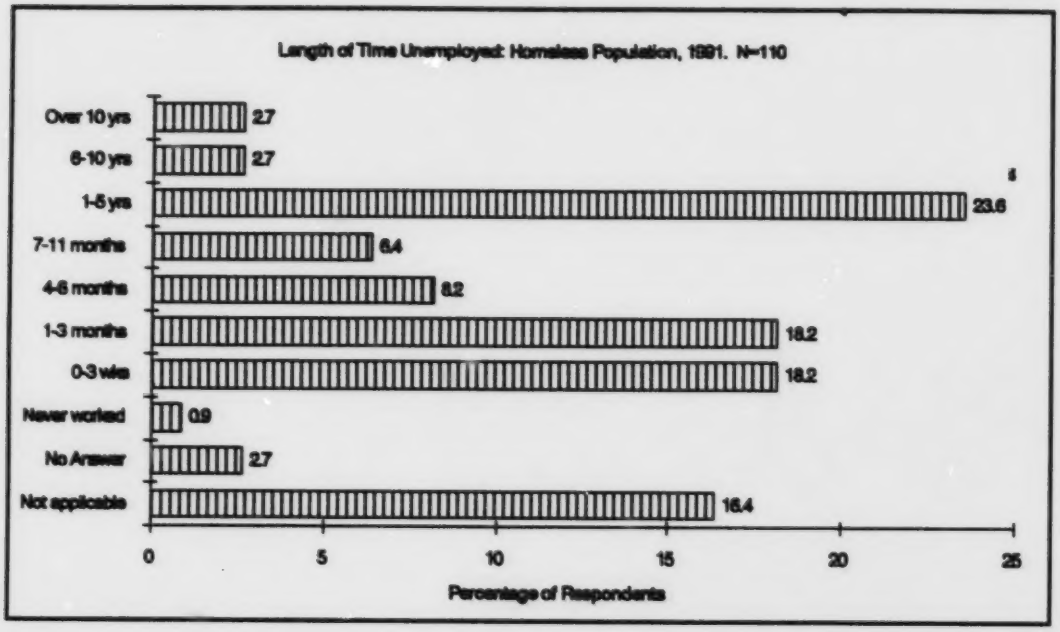
Overall, the homeless do not appear to be concerned with the possible re-development of East Village and would particularly like to see more low-income housing.

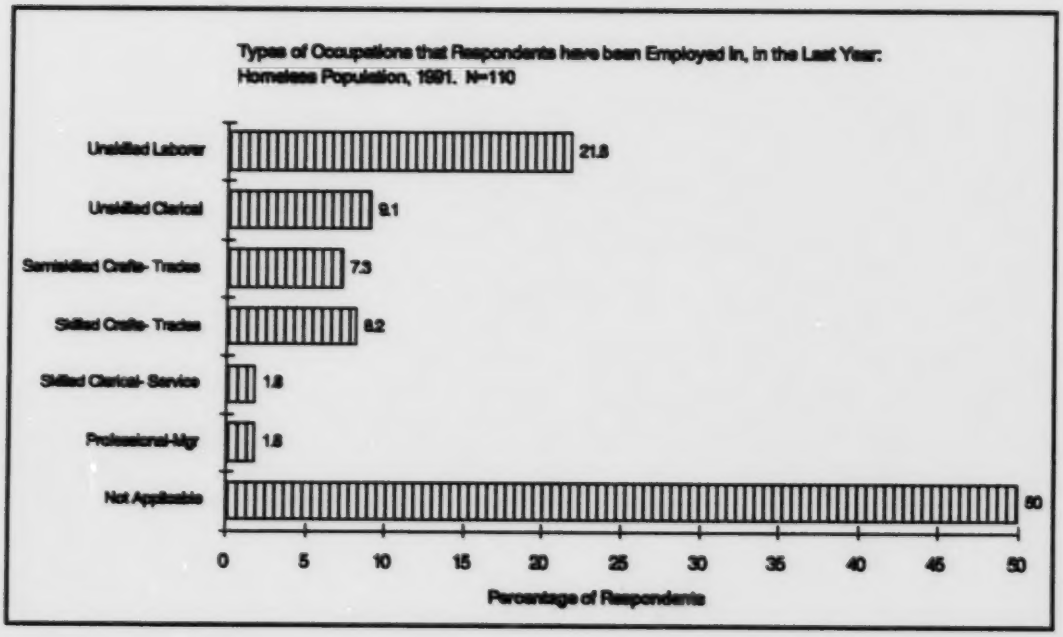

Length of Residence in Calgary: Homeless Population, 1991. N=110
Less than 1 month
1-3 months
4-6 months
7-9 months
10-12 months
1-5 yrs
6-10 yrs
More than 10 yrs
No Answer
17.3
17.3
2.7
0.9
7.3
19.1
13.6
19.1
2.7
0
2
4
6
8
10
12
14
16
18
20
Percentage of Respondents

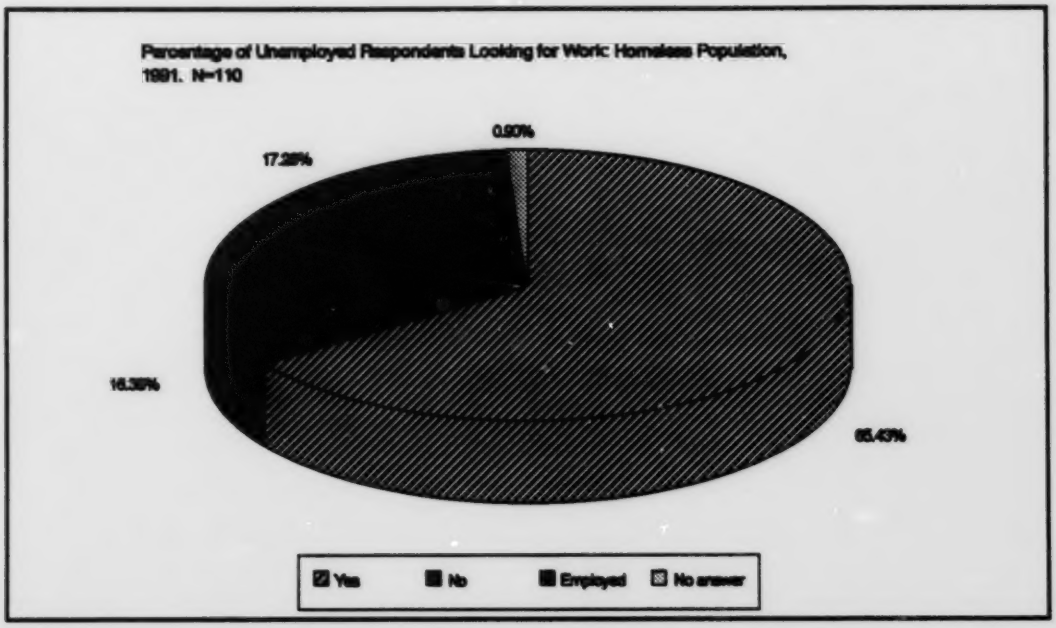

Type of Additional Training or Education Respondents have Received: Homeless Population, 1991. N=110
Business-Managerial
Clerical/Sales/Service
Skilled Trades
Semi-skilled Trades
Military Training
Other Education
No Other Educ/No Ans.
3.6
0.9
17.3
3.6
4.5
7.3
62.7
0
10
20
30
40
50
60
70
Percentage of Respondents

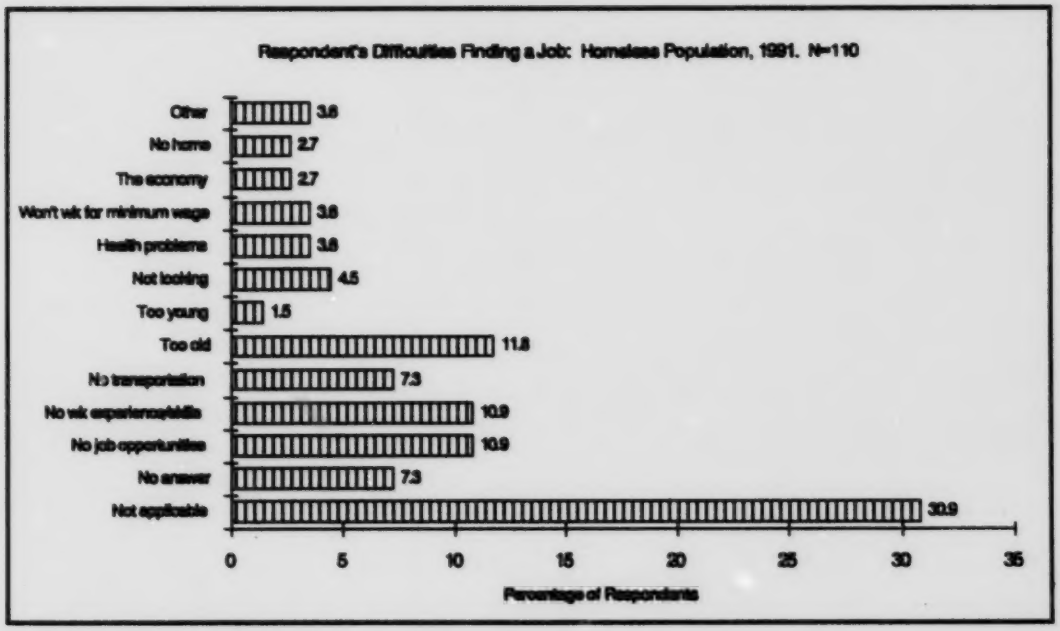

Father's Occupation: Homeless Population, 1991. N=110
Professional/Manager
Skilled Clerical/Serv.
Skilled Craft/Trade
Semiskilled Clerical/Serv.
Semiskilled Craft/Trade
Unskilled Clerical/Serv.
Unskilled Laborer
Farmer
No Answer
10.9
1.8
19.1
4.5
20.9
9.1
9.1
11.8
12.7
0
5
10
15
20
25
Percentage of Respondents

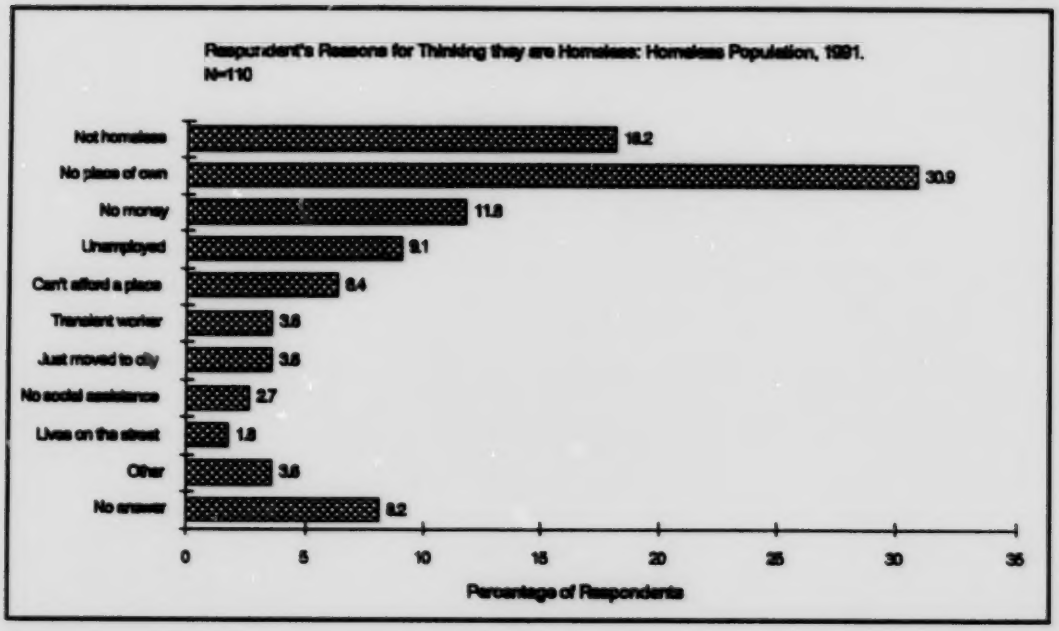

Employed Respondents Occupation: Homeless Population, 1991. N=110
0.90%
3.60%
3.60%
3.60%
9.11%
0.90%
78.29%
Professional-Mgr
Skilled Trades
Semiskilled Trades
Unskilled Clerical
Unskilled Laborer
Farmer
Unemployed

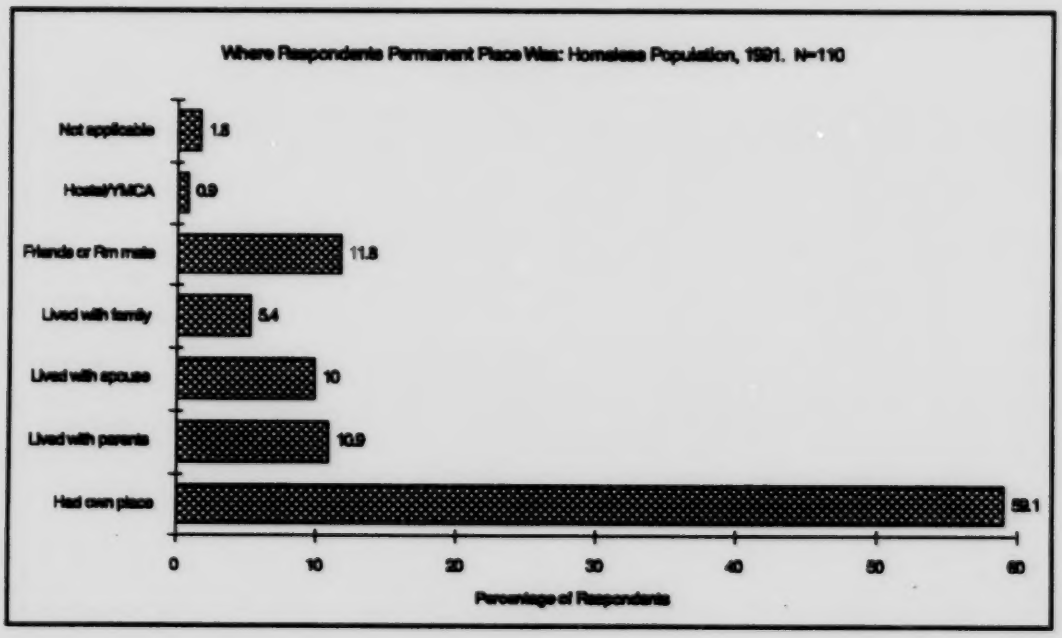

Length of Time Unemployed: Homeless Population, 1991. N=110
Over 10 yrs
6-10 yrs
1-5 yrs
7-11 months
4-6 months
1-3 months
0-3 wks
Never worked
No Answer
Not applicable
2.7
2.7
23.6
6.4
8.2
18.2
18.2
0.9
2.7
16.4
0
5
10
15
20
25
Percentage of Respondents


Types of Occupations that Respondents have been Employed in, in the Last Year:
Homeless Population, 1991. N=110
Unskilled Laborer
Unskilled Clerical
Semi-skilled Crafts- Trades
Skilled Crafts- Trades
Skilled Clerical- Service
Professional-Mgr
Not Applicable
21.8
9.1
7.3
8.2
1.8
1.8
50
0
5
10
15
20
25
30
35
40
45
50
Percentage of Respondents

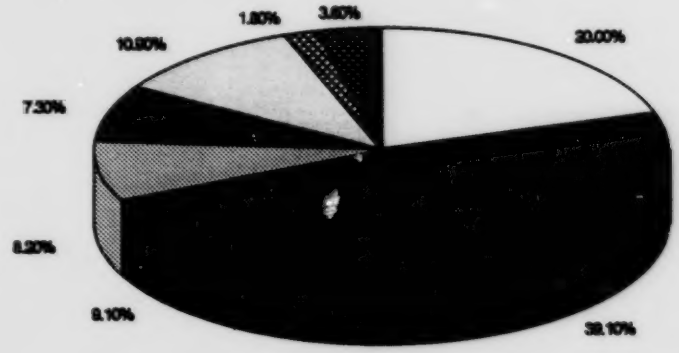

Percentage of Unemployed Respondents Looking for Work: Homeless Population, 1991. N=110
0.93%
17.28%
16.36%
65.43%
Yes
No
Employed
No answer


Respondent's Difficulties Finding a Job: Homeless Population, 1991. N=110
Other
No home
The economy
Won't wk for minimum wage
Health problems
Not looking
Too young
Too old
No transportation
No wk experience/skills
No job opportunities
No answer
Not applicable
3.6
2.7
2.7
3.6
3.6
4.5
1.5
11.8
7.3
10.9
10.9
7.3
30.9
0
5
10
15
20
25
30
35
Percentage of Respondents

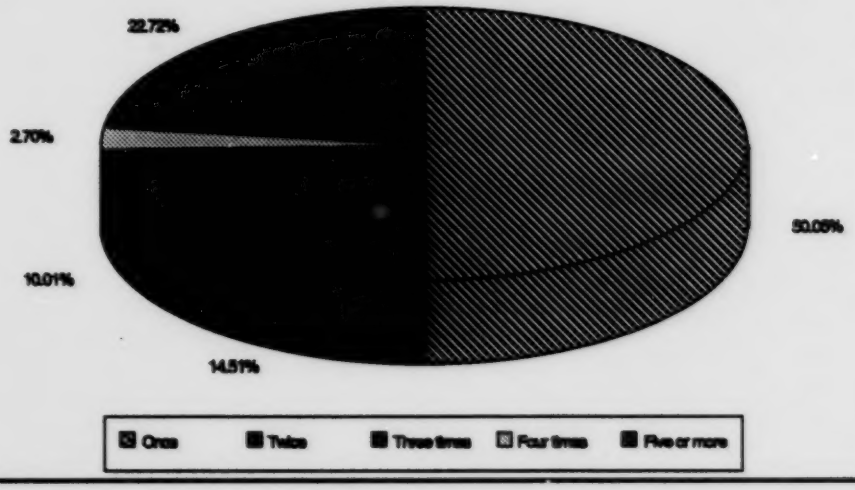

Respondent's Reasons for Thinking they are Homeless: Homeless Population, 1991.
N=110
Not homeless
No place of own
No money
Unemployed
Can't afford a place
Transient worker
Just moved to city
No social assistance
Lives on the street
Other
No answer
18.2
30.9
11.8
9.1
8.4
3.6
3.6
2.7
1.8
3.6
8.2
0
5
10
15
20
25
30
35
Percentage of Respondents

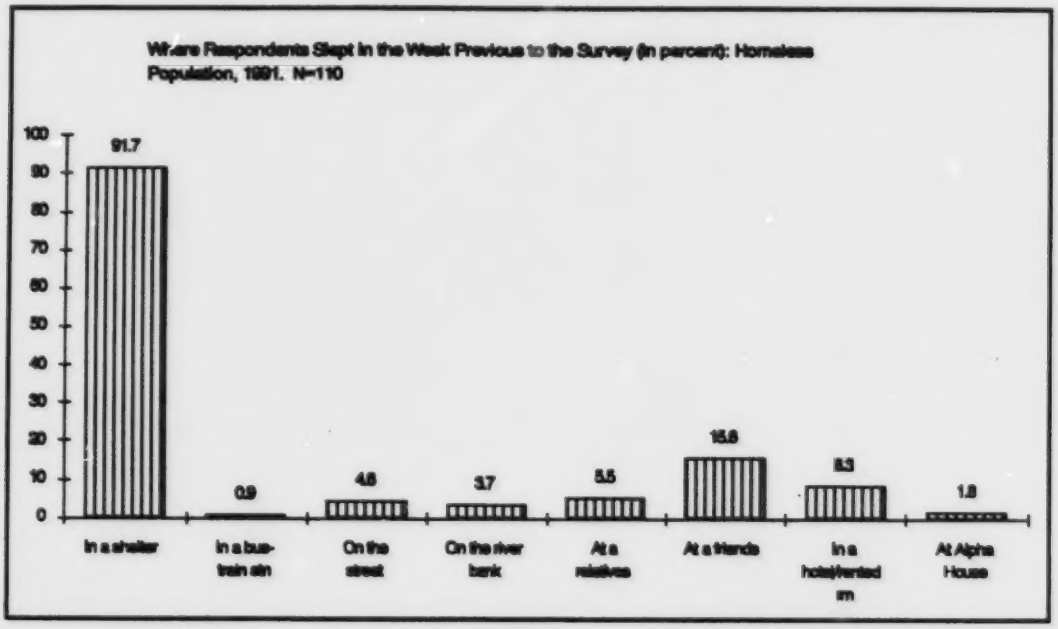

Where Respondents Permanent Place Was: Homeless Population, 1991. N=110
Not applicable
Hostel/YMCA
Friends or Rm mate
Lived with family
Lived with spouse
Lived with parents
Had own place
1.8
0.9
11.8
5.4
10
10.9
59.1
0
10
20
30
40
50
60
Percentage of Respondents

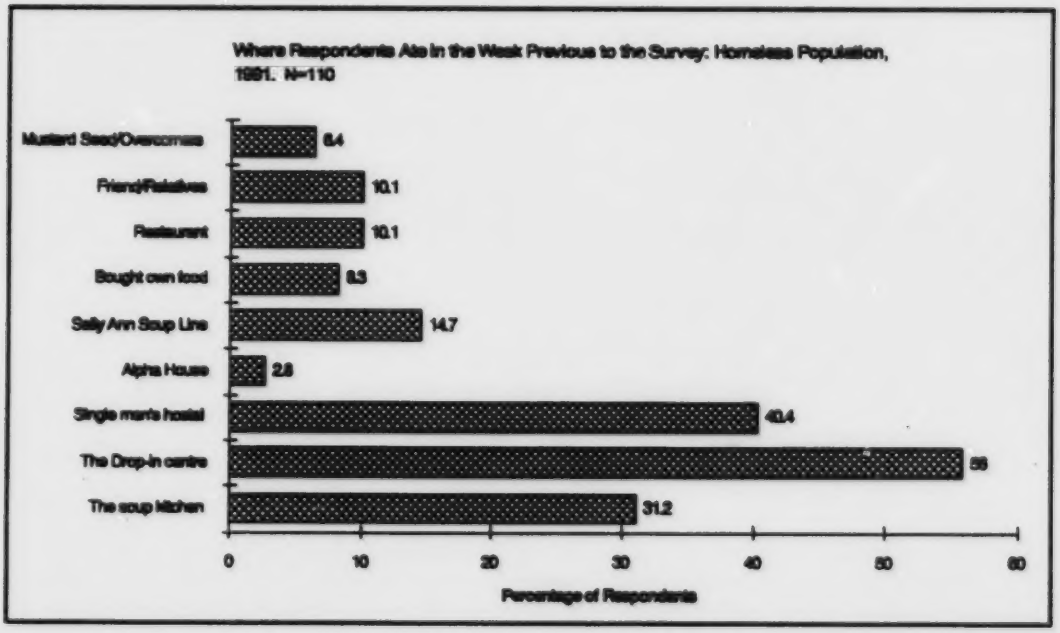
Amount of Time (years/months) that Respondents have been Without a Permanent Place to Live: Homeless Population, 1991. N=110

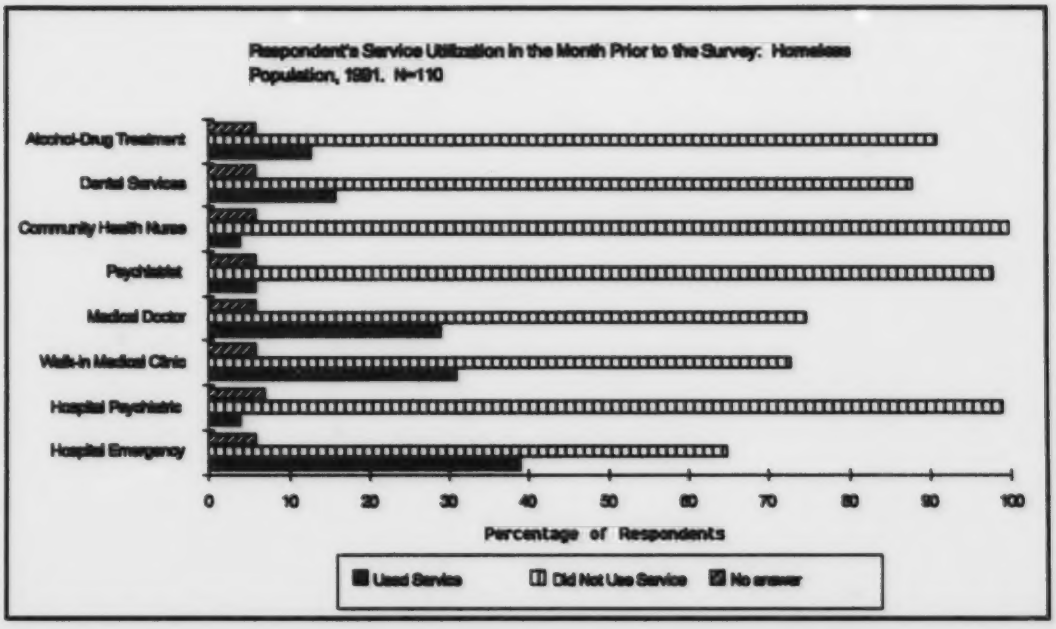


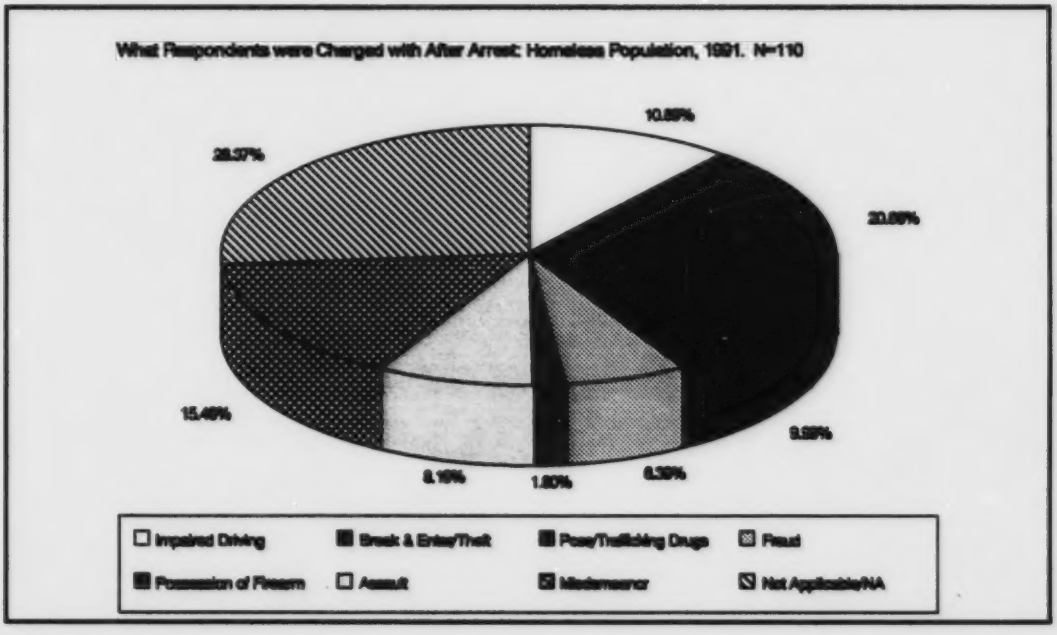
Number of Times Respondents have been without a Permanent Place to Live: Homeless Population, 1991. N=110

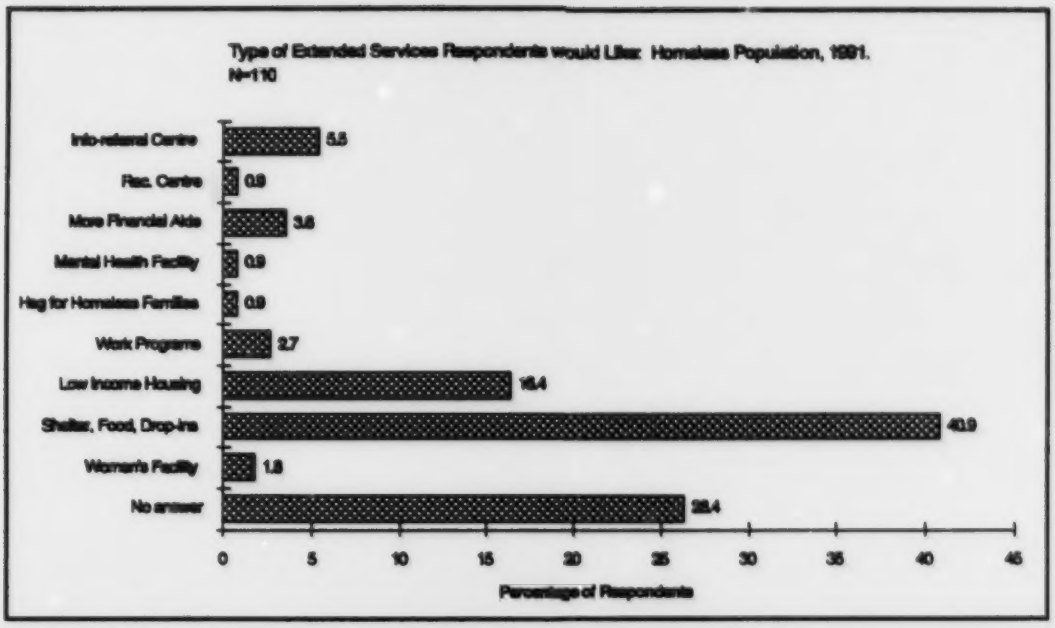


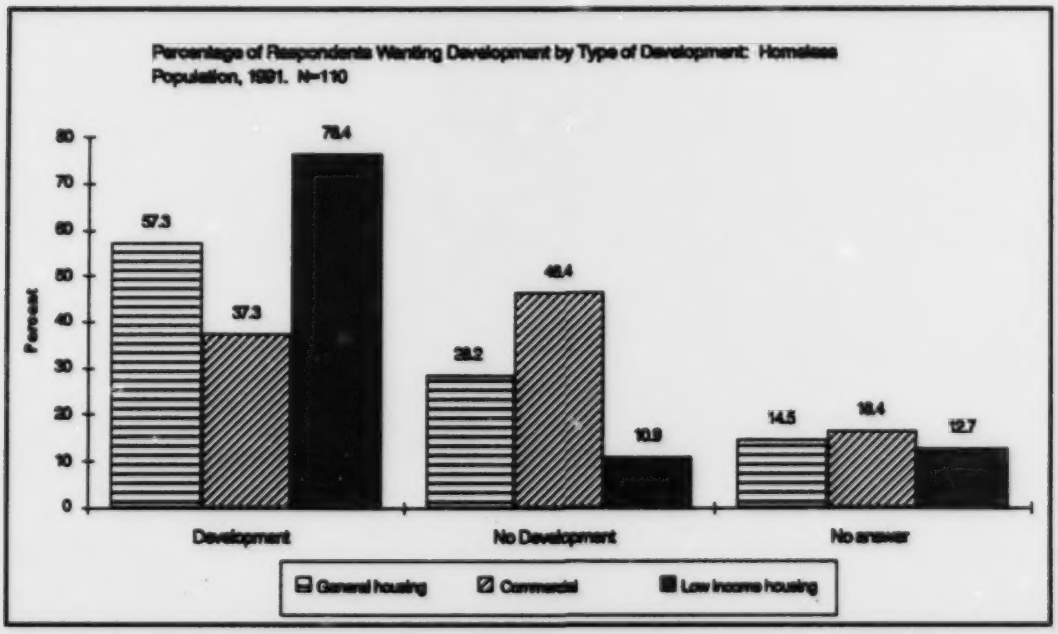

Where Respondents Slept in the Week Previous to the Survey (in percent): Homeless Population, 1991. N=110
100
90
80
70
60
50
40
30
20
10
0
91.7
0.9
4.6
3.7
5.5
15.6
8.3
1.8
In a shelter
In a bus-train stn
On the street
On the river bank
At a relatives
At a friends
In a hotel/rented rm
At Alpha House

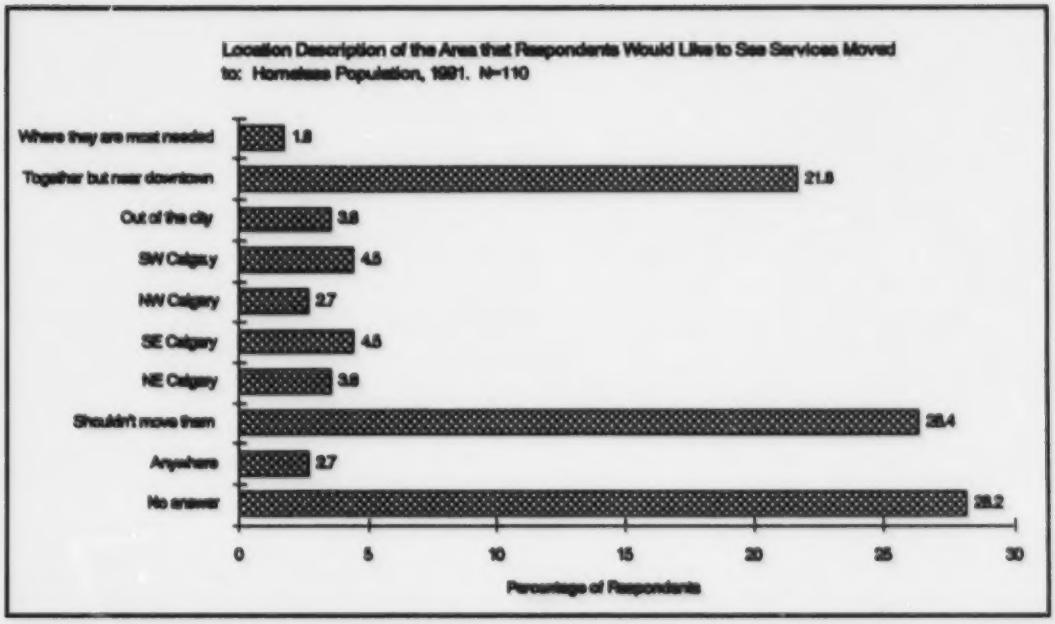

Where Respondents Ate in the Week Previous to the Survey: Homeless Population, 1991. N=110
Mustard Seed/Overcomers
Friend/Relatives
Restaurant
Bought own food
Sally Ann Soup Line
Alpha House
Single mans hostel
The Drop-In centre
The soup kitchen
8.4
10.1
10.1
8.3
14.7
2.8
40.4
56
31.2
0
10
20
30
40
50
60
Percentage of Respondents

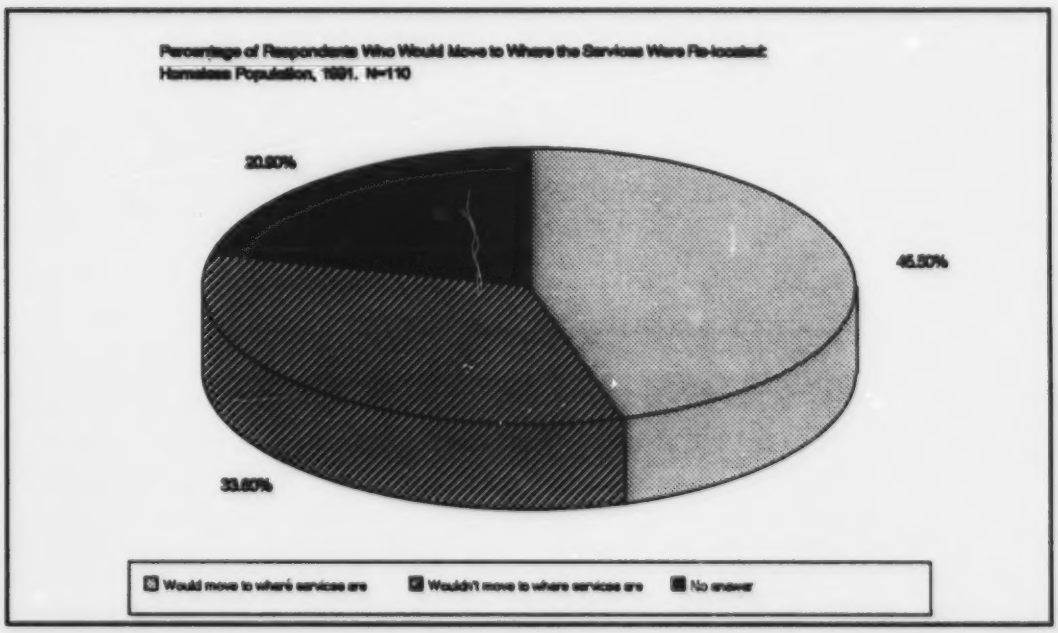

Respondent's Service Utilization in the Month Prior to the Survey: Homeless Population, 1991. N=110
Alcohol-Drug Treatment
Dental Services
Community Health Nurse
Psychiatrist
Medical Doctor
Walk-in Medical Clinic
Hospital Psychiatric
Hospital Emergency
0
10
20
30
40
50
60
70
80
90
100
Percentage of Respondents
Used Service
Did Not Use Service
No answer


What Respondents were Charged with After Arrest: Homeless Population, 1991. N=110
10.89%
28.37%
20.69%
15.48%
9.59%
8.19%
1.80%
6.39%
Impaired Driving
Break & Enter/Theft
Poss/Trafficking Drugs
Fraud
Possession of Firearm
Assault
Misdemeanor
Not Applicable/NA


Type of Extended Services Respondents would Like: Homeless Population, 1991.
N=110
Info-referral Centre
Rec. Centre
More Financial Aids
Mental Health Facility
Hsg for Homeless Families
Work Programs
Low Income Housing
Shelter, Food, Drop-ins
Women's Facility
No answer
5.5
0.9
3.6
0.9
0.9
2.7
16.4
43.9
1.8
25.4
0
5
10
15
20
25
30
35
40
45
Percentage of Respondents


Percentage of Respondents Wanting Development by Type of Development: Homeless Population, 1991. N=110
Percent
80
70
60
50
40
30
20
10
0
57.3
37.3
78.4
28.2
46.4
10.9
14.5
16.4
12.7
Development
No Development
No answer
General housing
Commercial
Low income housing


Location Description of the Area that Respondents Would Like to See Services Moved to: Homeless Population, 1991. N=110
Where they are most needed
1.8
Together but near downtown
21.8
Out of the city
3.8
SW Calgary
4.5
NW Calgary
2.7
SE Calgary
4.5
NE Calgary
3.8
Shouldn't move them
28.4
Anywhere
2.7
No answer
28.2
0
5
10
15
20
25
30
Percentage of Respondents


Percentage of Respondents Who Would Move to Where the Services Were Re-located: Homeless Population, 1991. N=110
20.80%
45.50%
33.60%
Would move to where services are
Wouldn't move to where services are
No answer

5. RESULTS OF THE SENIORS SURVEY

5.1 Sociodemographic Profile

- *the mean age of the sample is 69.8*
- *there are slightly more females (50%) than males (49.37%)*
- *29.7% are widowed; 27.8% are divorced; 10.8% are separated; 15.8% are single; and 11.4% are married*
- *about 89% of the respondents speak English only and 31% speak another language*
- *the mean years of schooling is 9.2 with a standard deviation of ± 3.1 years*
- *most of the respondents depend upon government transfers for their income form OAS and GIS (78.5%)*
- *the mean monthly (gross) income for the group is $859.00*
- *about 56 % of the respondents consider their health to be good to excellent although 34.8% feel that their health limits their recreational activities; 30.4% believe their health limits their activities at home and 22.2% report that their health limits their use of transportation*
- *81% of the respondents claim to be somewhat or very satisfied with their life*

Comment

The respondents in this group primarily belong to what is called the young-old age group (ages 65 to 74), the age group of older persons who have the least number of health and social problems in Canada. The gender balance in this sample is not representative of the normal population of 138 women for every 100 men in this age group nor is the marital status representative because of the skewed gender ratio.

About 70 percent of the sample is single which is undoubtedly associated with the fact that the sample lives in senior citizen housing. Living alone is considered to be one of the major risk factors for poor health amongst the elderly. And, in fact, this group is slightly below the national average wherein 60 % of seniors rate their health as good to excellent. While the health status of this sample reportedly imposes limitations on activities of daily living, the limitations are not severe enough to require assistance which is the case for 20 percent of the older Canadian population.

A higher proportion or older Canadians than younger Canadians speak a language other than English or French at home - about 11 % for older persons compared to 6 % for younger persons. This sample appears to over-representative of older persons speaking another language since 31 % report that they speak another language. Indeed, one of the major obstacles encountered in interviewing was a language problem.

About 50 percent of Canadians aged 65 and over report 9 years of schooling or less so that the respondents in this study are slightly better educated than the general population, possibly because there is slightly more women who tend to be better educated than men in this age group. The income of the respondents is closely related to their educational attainment. Most seniors with grade 9 or less are more likely to rely on government transfers for income.

Overall, the respondents in this group are poor. A much higher proportion than the national average depend upon income transfers - 78 % compared to national figures of 45.5 % of the income of families and 51.3 % of the income for individuals aged 65 years or more. Whether married or single, the respondents live close to the Statistics Canada poverty line. Since the respondents are found in low cost housing this is not unexpected.

5.2 Social Networks

- ***most seniors report a close family member (71.5%)***
- ***about 79% have 3 or more close family members whom 40 per cent see at least one time per week***
- ***about 32% of the seniors are within a half hour distance from family***
- ***about 18% have family living outside of Calgary***
- ***about 69% report close friends with whom they have contact on a daily (33%) and weekly basis (23%)***
- ***about 43.7% live close to their friends since they only live a few minutes away***
- ***the seniors tend to provide assistance mainly to their friends followed by neighbours. The help offered is usually assistance with shopping, emotional support and when friends are ill.***

- *about 33% have friends next door; 56% have friends on the same floor and 70 percent have friends in the building. About 41% check on their neighbours to make sure they are alright*
- *about 58% have friends in the East Village and 83% have friends outside of the village*

Comment

The seniors in this sample do not appear to be isolated since they have both family and friendship networks available to them. Consistent with all the gerontological literature these networks appear to provide companionship, emotional support and informal assistance with minor personal or homecare needs.

The data strongly suggests that the seniors are more involved in the social life of their buildings than they are in the wider community and that the buildings provide a community within a community.

5.3 Housing

- *consistent with the goals of the housing towers, 27% of the respondents moved into the units because of the cheaper rent. The next important reason was because they believed they could not take care of themselves (15%)*
- *about 71 % of the respondents live alone*
- *the majority (96%) live in one bedroom apartments or bachelor suites and this size is considered to be "just right" by about 79 % of the respondents*
- *Over half of the respondents report that the physical condition of their apartment is excellent and few (34.81 %) would like to change physical aspects of their home*
- *hardly anyone (15 %) would like to see changes to the overall building. About 12.6 % of the sample noted that they were dissatisfied with the security system*
- *about 69 % report that they are very comfortable living in their respective buildings and about 58 % find there current home better than their previous home*
- *61 % are very satisfied with the amount of rent they pay*
- *about 25% would like to keep a pet and the pet of choice was a dog*

Comment

The respondents in this group tend to be a very satisfied with their homes. Although most studies of seniors housing show that older people prefer low rise to high rise living, it has also been shown that where a trade-off is required between a high rise in a "good" location and a low rise in a "poor" location, the high rise is the structure of choice. This would appear to be the case for this sample when the community data is examined. As well, research also has shown that older people prefer a bedroom (55%) over a bachelor suite (41%) and that they prefer a caretaker over no caretaker, two conditions which likely add to their satisfaction. Having pets has been shown to be repeatedly related to better health amongst old persons. Although a quarter of the respondents would like to own a pet it is important to note that at least one of the buildings has a "communal" pet kept on the main floor which probably serves to partially fulfill the need to have animals in the living environment.

5.4 Community Involvement

- ***Most of the respondents appear to be satisfied with the various aspects of their community***
- ***the respondents report some dissatisfaction with the types of stores in the area (33.6%); the number of stores (30.4%); the traffic level (15.8%); the the crime protection (15.9 %); and community appearance (8.8 %)***
- ***there was some dissatisfaction expressed with the proximity to shopping (22.2 %); restaurants (15.8 %); family (14 %); and doctor (10.8 %)***
- ***most of the respondents use public transportation (62.03 %) and are very satisfied with this form of transportation (75.9 %)***
- ***93 % of the respondents feel safe walking during the day and 43.6 % feel safe walking at night in the East Village. About 14.6 % report that they are afraid of the street people***
- ***about 70 % of the respondents report that they do not participate in activities in East Village and if they do, it is likely to be activities involving games or social functions. The activity of choice appears to sedentary - watching television***
- ***not surprisingly, 63.2 % rate themselves as not feeling involved in the community and 43 % think they have something in common with other East Village residents***

- ***the services the respondents would like to have in East Village include a grocery store (40.5 %); homecare (18.9 %); restaurants (18.4 %); a medical clinic (12.7 %); a swimming pool (12 %); home help (6.33 %); and a hair dresser (6.3%)***

- ***the majority of the respondents are neutral or satisfied with the social mix in the East Village***

- ***about 87 % of those surveyed reported that they were very satisfied or somewhat satisfied living in the East Village***

Comment

It is important to note that the services that the respondents believe they need are those that are integral to maintaining a certain a degree of independence, keeping mind that public transportation is the main form of travel. The need for an affordable grocery store within walking distance would be a definite asset and the ability to walk to a decent and affordable restaurant would encourage community involvement. The need for a medical clinic is not unreasonable given the health status of the group and the specific social services requested are those that would enhance social independence given the functional limitations of the sample. Increased social services would also lessen some of the pressure on the building caretakers to be all things to all people. The caretakers reported to us that they are involved in providing more services than a caretaker would normally provide with a younger age group.

That the respondents are not very involved in the community is probably a function of many factors. In the first instance, it is well documented that older persons spend most of their time in solitary, in-door activities. Statistics Canada reports that 40 percent of older people watch more than 15 hours of television per week. In this sample, 39.24 % watch 14 hours or less of television per week.

As well, 34 percent of the respondents in this study note that their health limits their recreational activities and we would suspect that language barriers also militate against community involvement. Add the factor of being near the bottom of the income ladder, and it comes as no surprise that the seniors are not more involved in the community. Nevertheless, a large proportion of the seniors socialize with one another in the buildings which would compensate for the on going lack of community involvement.

5.5 Views of the Homeless

- ***of the possible responses, 21.52 % of the seniors reported negative experiences with the homeless, although 51 % did not answer this question***
- ***about 74% of the respondents believe that the homeless problem has remained the same or become worse***
- ***notwithstanding these observations, about 80 % of the seniors do not feel that the homeless influence their daily activities***
- ***most of the seniors (62 %) feel very sympathetic or sympathetic towards the homeless***
- ***50 % of the seniors feel favourably or very favourably about having a shelter for 20 or more in the community. The same percentage applies to a shelter for 10 or less***
- ***more seniors than not, would like to see services extended to the homeless in the form of all services (28.5 %); low cost housing (10.76 %); and employment services (8.23 %)***

Comments

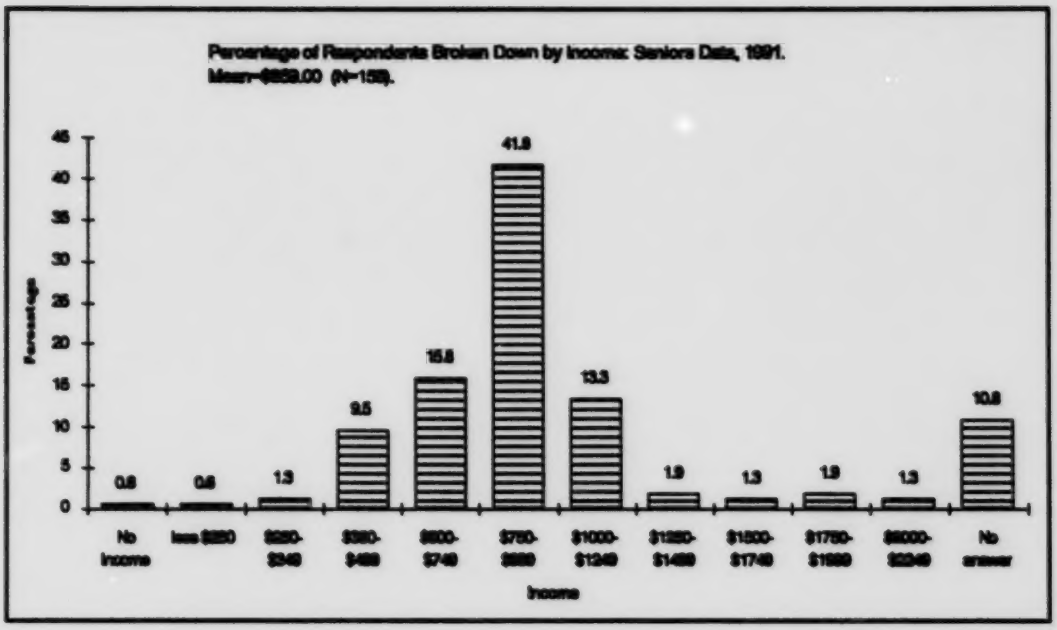
Overall, the seniors exhibit a positive attitude towards the homeless and appear to be in favour of them living in the community and in extending more services to them. The data would seem to indicate that the main problem the seniors have with the homeless is fear of walking at night but this only affects a small proportion (14.6 %).

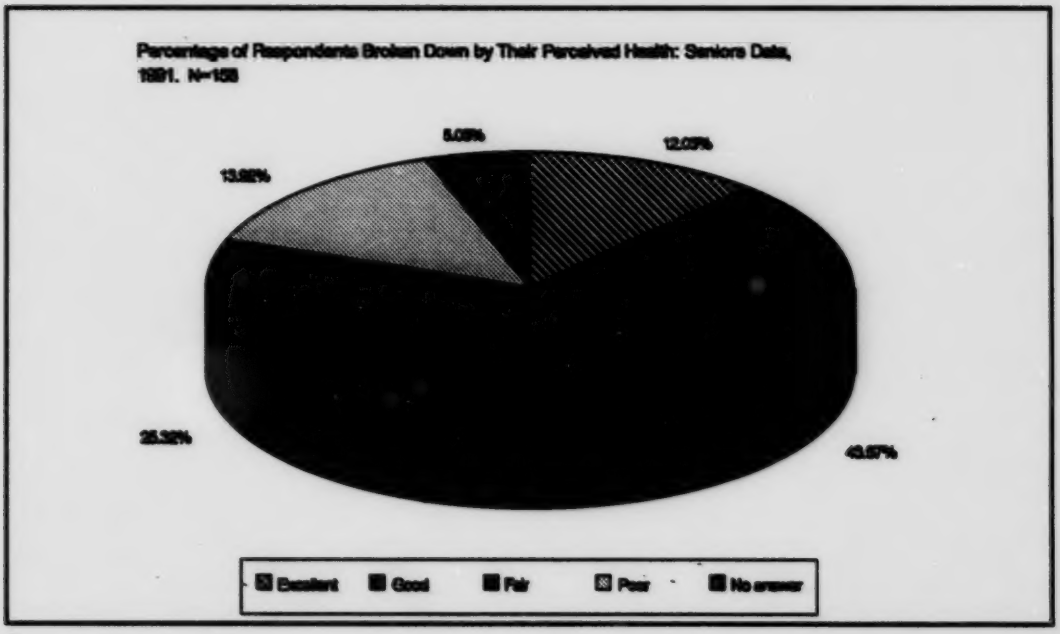
5.6 Re-development of East Village

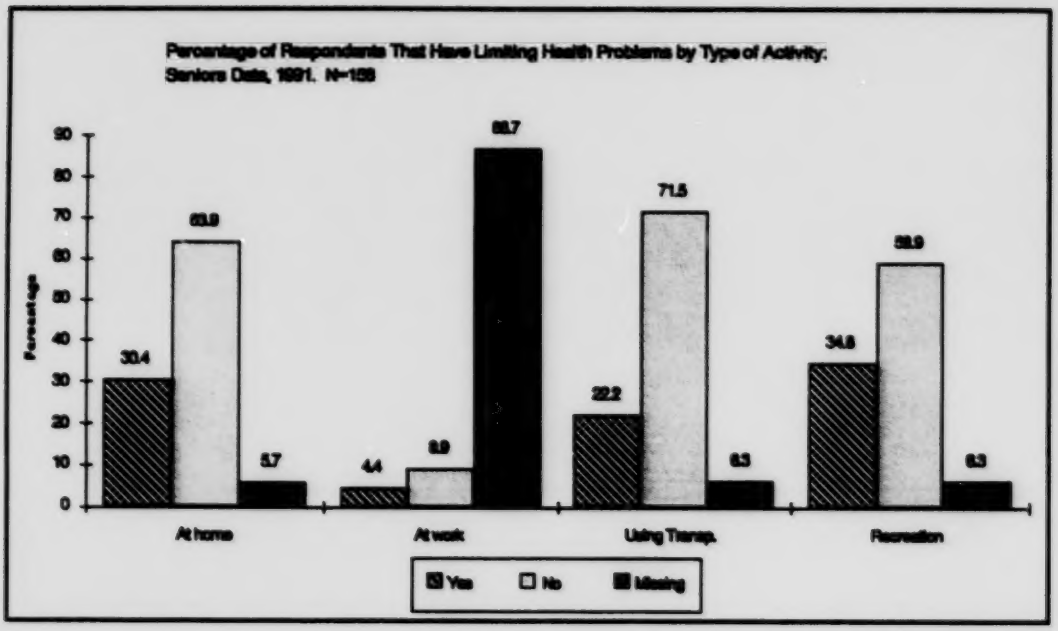
- ***most seniors would like to see services extended to the homeless (60.8 %) more so than to themselves (27.2 %). About half of the seniors believe they have enough services***
- ***the seniors definitely favour commercial development (52.5 %); to a lesser extent, housing development (37.9 %) and recreational development (32.3 %)***
- ***a grocery store (25.95 %) and retail shopping (24.05 %) is what the seniors want in terms of commercial development***
- ***having a swimming pool persists as the important recreational development they would like to see***
- ***in terms of housing the seniors would like more low-income seniors housing (18.99 %) although most do not want any kind of housing development***

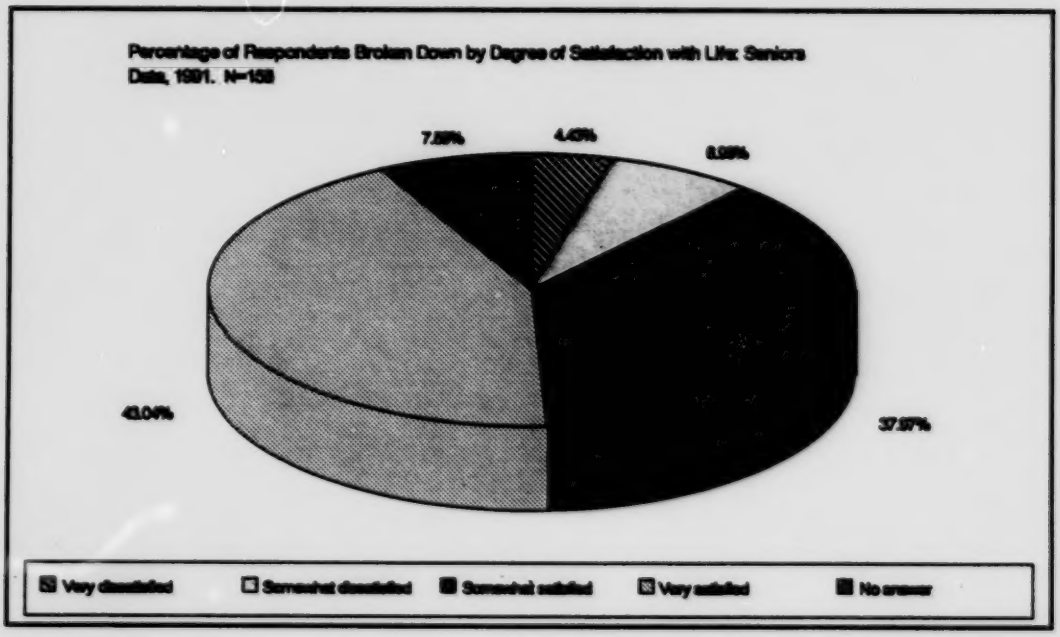
Comment

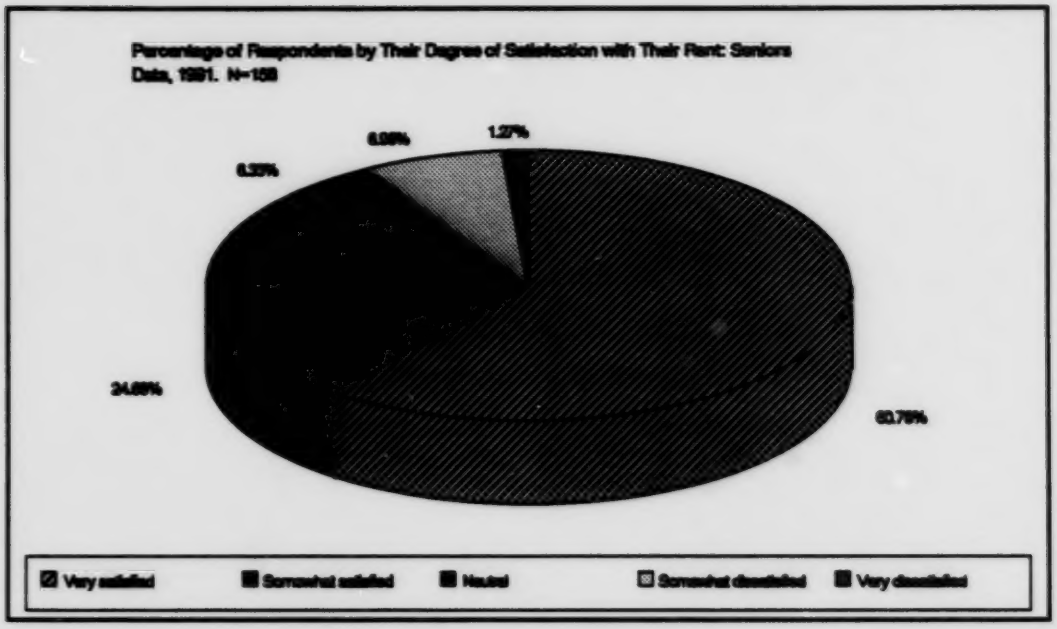
The seniors are appear to be a little less enthusiastic about the re-development of the East Village than the other groups, perhaps because they tend to be very satisfied. Little more than a quarter of the seniors would like to see services further developed for themselves suggesting that most peoples' needs are being adequately met by the community or by the immediate milieu of their building. It is important to note, however, that most Canadian research studies show that the elderly are the least likely to want or to use social services because of generational differences. The portion of the sample who indicate that they have needs that are not being met should therefore be taken very seriously.

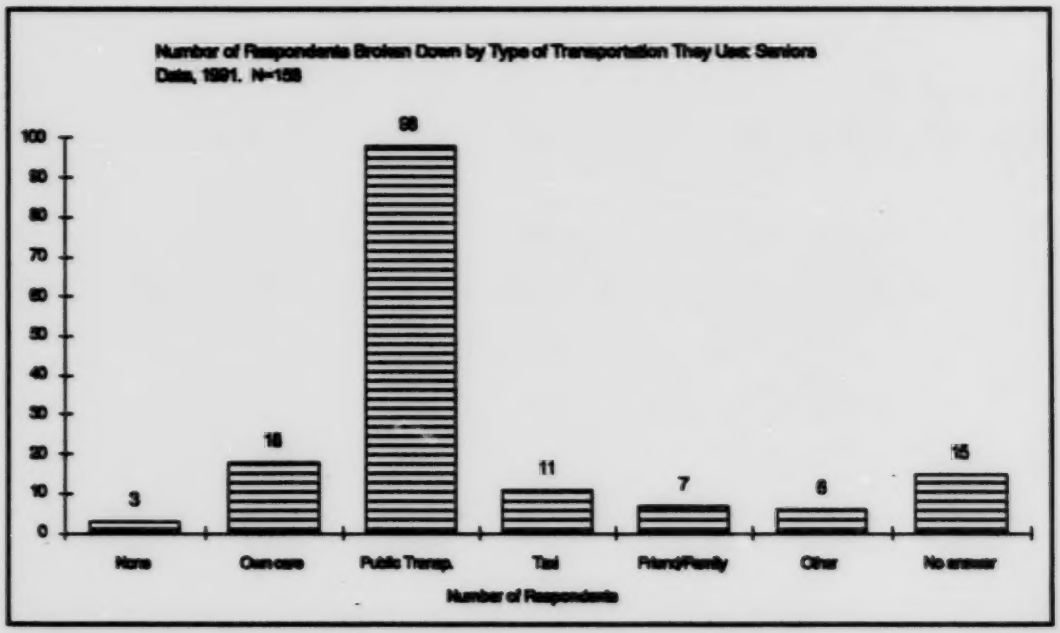

Percentage of Respondents Broken Down by Income: Seniors Data, 1991.
Mean=$859.00 (N=158).
Percentage
45
40
35
30
25
20
15
10
5
0
0.6
0.6
1.3
9.5
15.8
41.8
13.3
1.9
1.3
1.9
1.3
10.8
No Income
less $250
$250-$349
$350-$499
$500-$749
$750-$999
$1000-$1249
$1250-$1499
$1500-$1749
$1750-$1999
$2000-$2249
No answer
Income

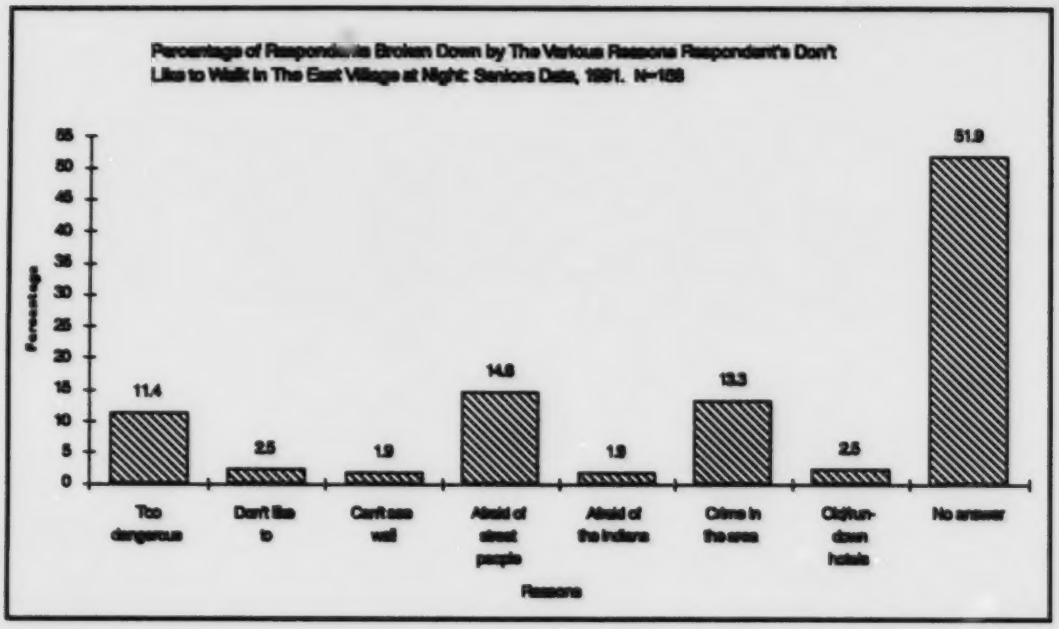

Percentage of Respondents Broken Down by Their Perceived Health: Seniors Data, 1991. N=158
5.06%
12.03%
13.92%
25.32%
43.67%
Excellent
Good
Fair
Poor
No answer

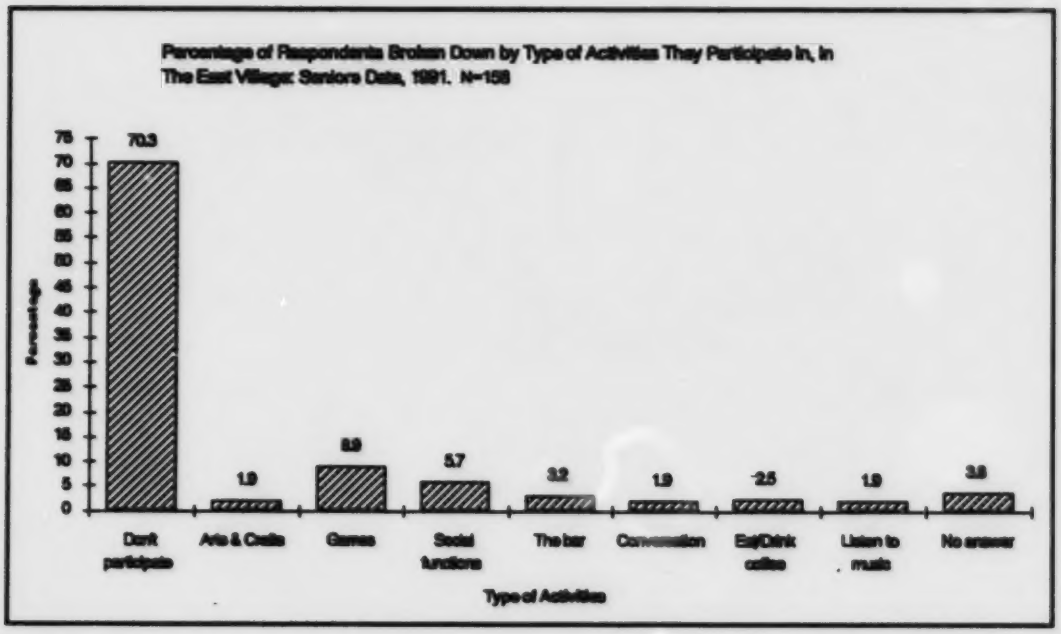

Percentage of Respondents That Have Limiting Health Problems by Type of Activity: Seniors Data, 1991. N=158
Percentage
90
80
70
60
50
40
30
20
10
0
30.4
63.9
5.7
4.4
8.9
88.7
22.2
71.5
6.3
34.8
58.9
6.3
At home
At work
Using Therap.
Recreation
Yes
No
Missing


Percentage of Respondents Broken Down by Degree of Satisfaction with Life: Seniors Data, 1991. N=158
7.59%
4.43%
8.86%
43.04%
37.97%
Very dissatisfied
Somewhat dissatisfied
Somewhat satisfied
Very satisfied
No answer

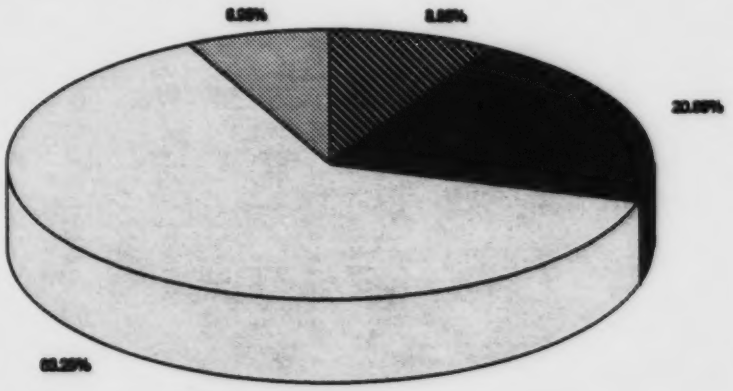

Percentage of Respondents by Their Degree of Satisfaction with Their Rent: Seniors
Data, 1991. N=158
6.33%
1.27%
24.68%
63.78%
Very satisfied
Somewhat satisfied
Neutral
Somewhat dissatisfied
Very dissatisfied


Number of Respondents Broken Down by Type of Transportation They Use: Seniors
Data, 1991. N=158
100
90
80
70
60
50
40
30
20
10
0
3
18
98
11
7
6
15
None
Own care
Public Transp.
Taxi
Friend/Family
Other
No answer
Number of Respondents

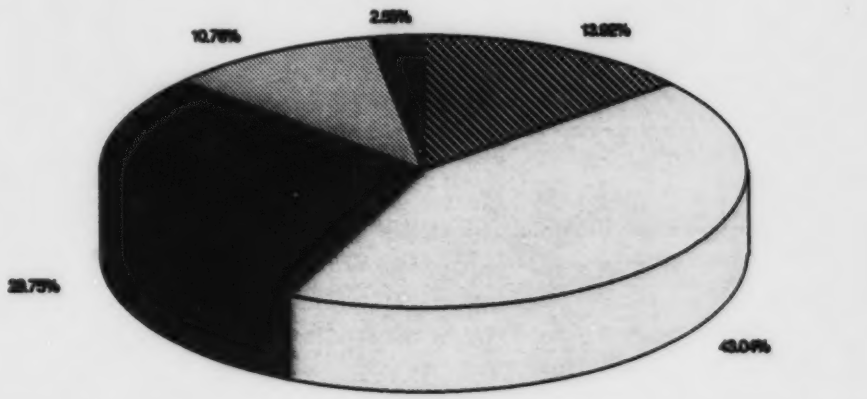

Percentage of Respondents Broken Down by The Various Reasons Respondent's Don't Like to Walk in The East Village at Night: Seniors Data, 1991. N=158
Percentage
11.4
2.5
1.9
14.6
1.9
13.3
2.5
51.9
Too dangerous
Don't like to
Can't see well
Afraid of street people
Afraid of the Indians
Crime in the area
Old/run-down hotels
No answer
Reasons

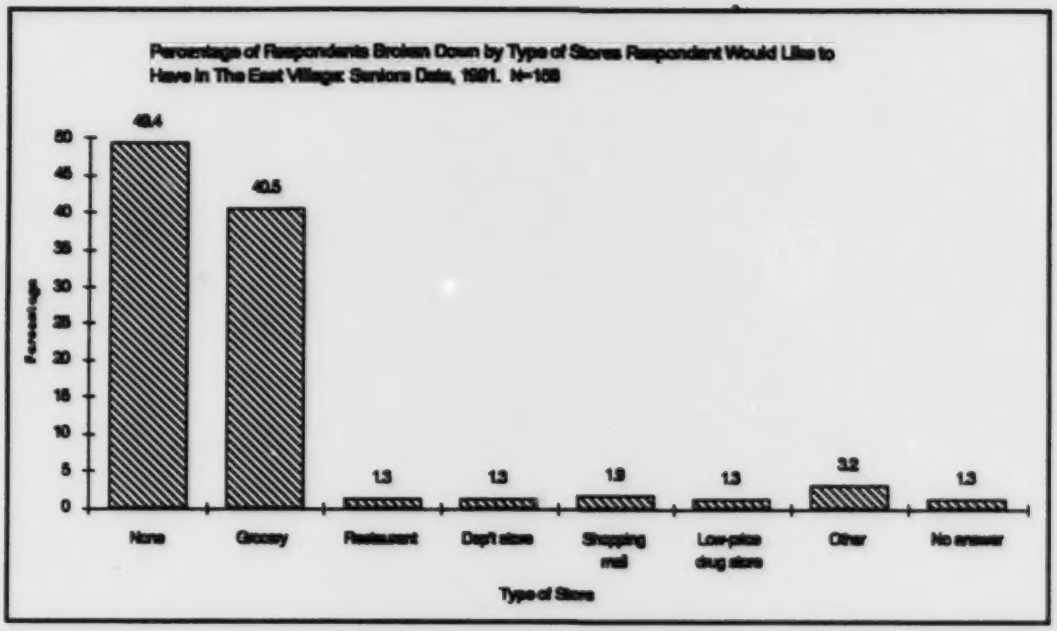

Percentage of Respondents Broken Down by Type of Activities They Participate In, in The East Village: Seniors Data, 1991. N=158
Percentage
70.3
1.9
8.9
5.7
3.2
1.9
2.5
1.9
3.8
Don't participate
Arts & Crafts
Games
Social functions
The bar
Conversation
Eat/Drink coffee
Listen to music
No answer
Type of Activities

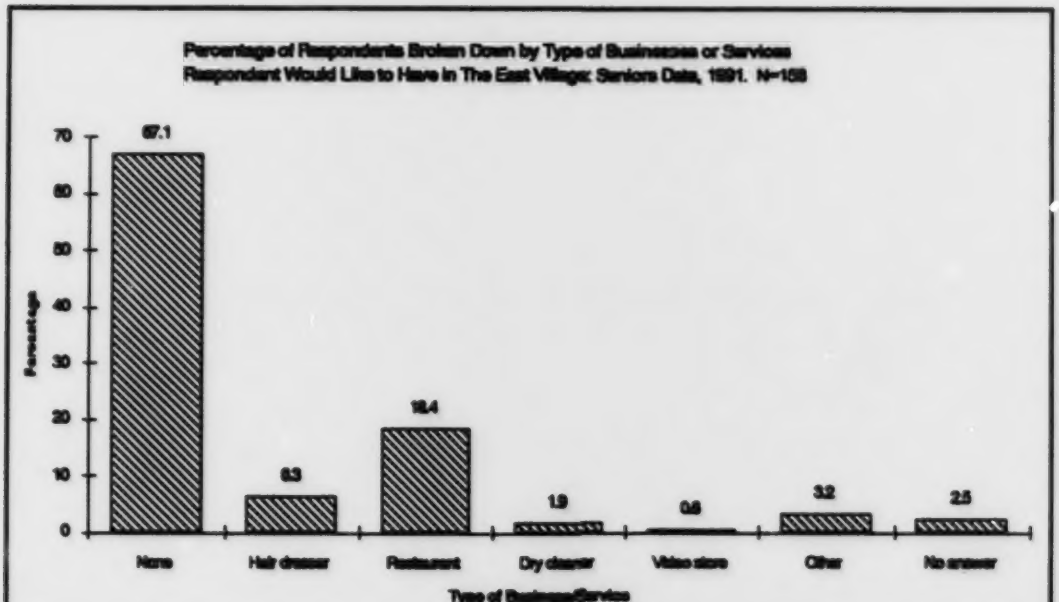
Percentage of Respondents Broken Down by How Involved in The East Village Community They Feel: Seniors Data, 1991. N=158



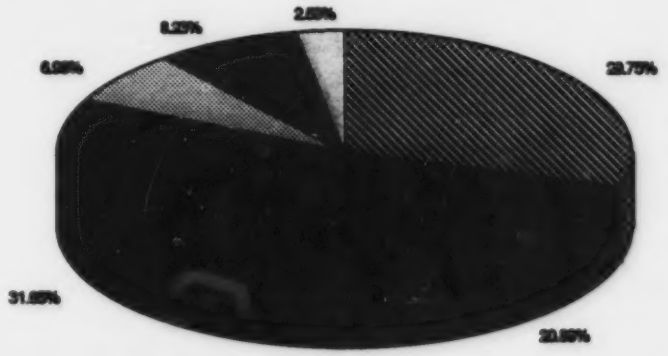
Percentage of Respondents Broken Down by the Amount They Feel They Share in Common with Other East Village Residents: Seniors Data, 1991. N=158



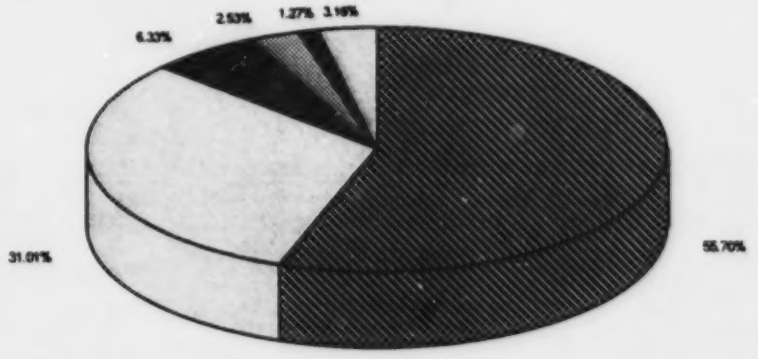

Percentage of Respondents Broken Down by Type of Stores Respondent Would Like to Have in The East Village: Seniors Data, 1991. N=158
Percentage
0
5
10
15
20
25
30
35
40
45
50
48.4
40.5
1.3
1.3
1.9
1.3
3.2
1.3
None
Grocery
Restaurant
Dept store
Shopping mall
Low-price drug store
Other
No answer
Type of Store

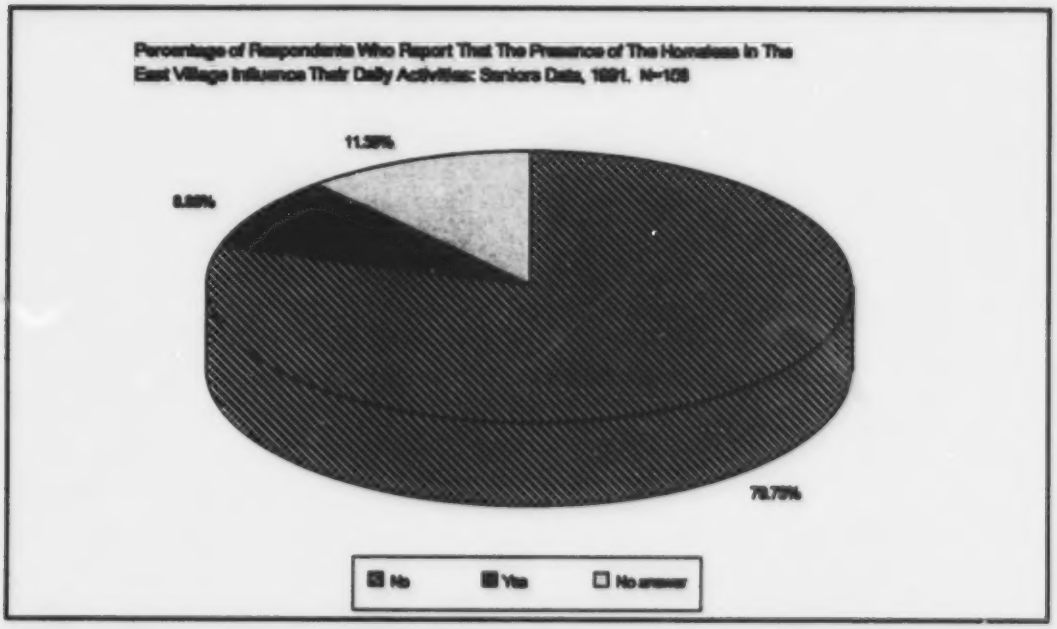

Percentage of Respondents Broken Down by Type of Businesses or Services Respondent Would Like to Have in The East Village: Seniors Data, 1991. N=158
Percentage
0
10
20
30
40
50
60
70
67.1
6.3
18.4
1.9
0.6
3.2
2.5
None
Hair dresser
Restaurant
Dry cleaner
Video store
Other
No answer
Type of Business/Service

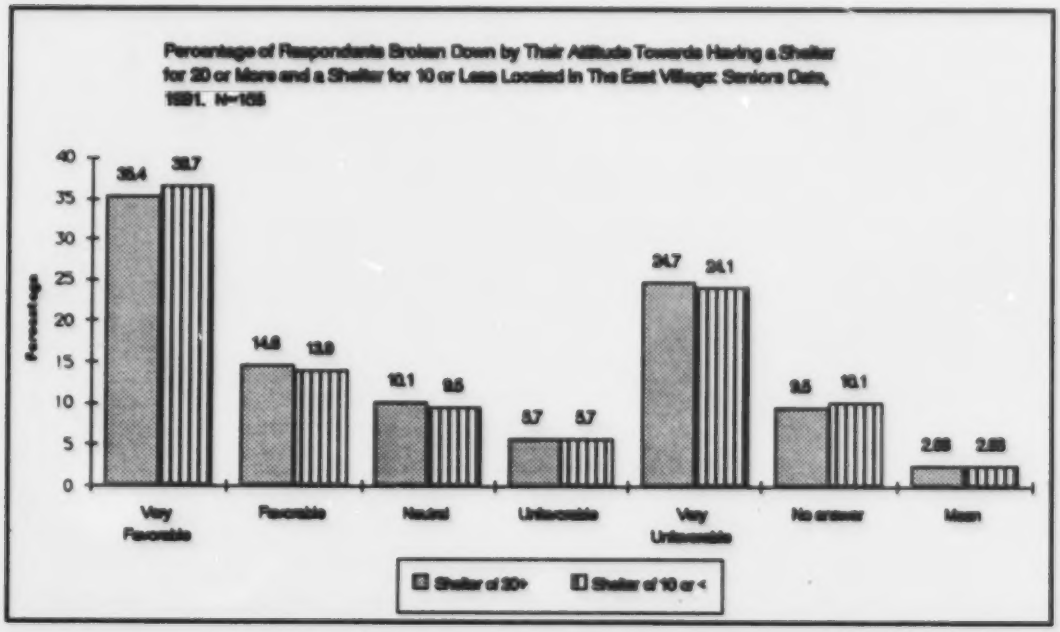
Percentage of Respondents Broken Down by The Degree of Satisfaction They Feel With The Social Mix In The East Village: Seniors Data, 1991. N=158



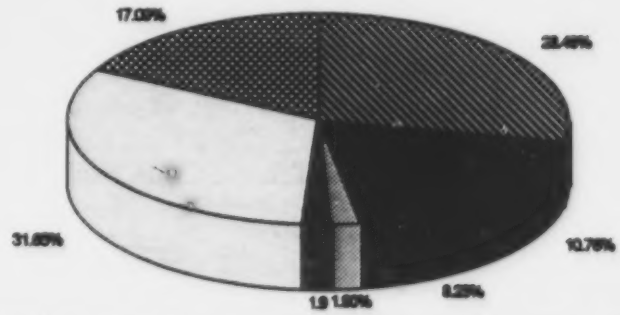
Percentage of Respondents Broken Down by Their Degree of Satisfaction With Living In The East Village: Seniors Data, 1991. N=158



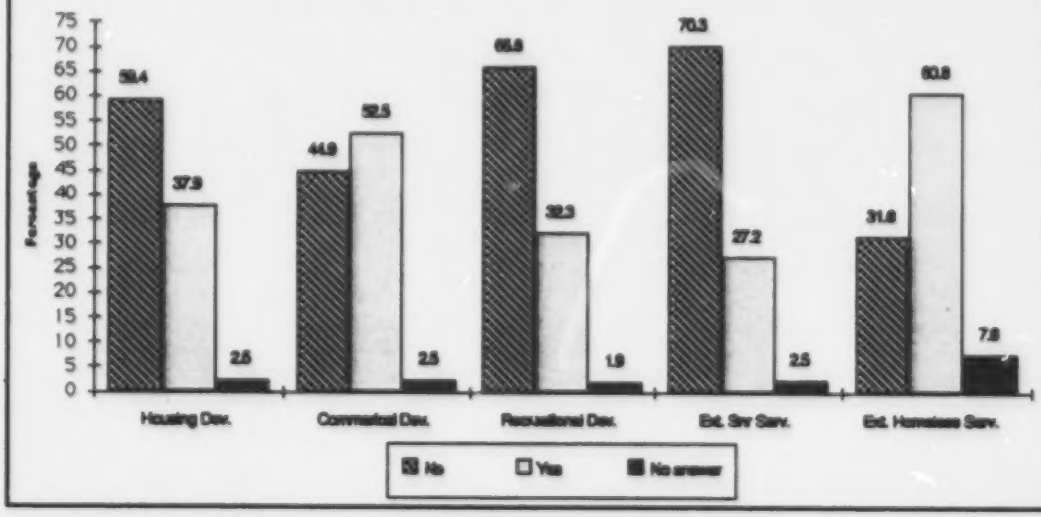

Percentage of Respondents Who Report That The Presence of The Homeless in The East Village Influence Their Daily Activities: Seniors Data, 1991. N=108
11.58%
8.69%
79.75%
No
Yes
No answer


Percentage of Respondents Broken Down by Their Attitude Towards Having a Shelter for 20 or More and a Shelter for 10 or Less Located in The East Village: Seniors Data, 1991. N=108
Percentage
40
35
30
25
20
15
10
5
0
35.4
36.7
14.8
13.8
10.1
9.5
5.7
5.7
24.7
24.1
9.5
10.1
2.88
2.88
Very Favorable
Favorable
Neutral
Unfavorable
Very Unfavorable
No answer
Mean
Shelter of 20+
Shelter of 10 or <

Types of Extended Services To The Homeless That The Respondent's Would Like To See Developed In The East Village: Seniors Data, 1991. N=158



Type of Development Respondent's Would Like to See in The East Village Broken Down by Percentage of Respondents: Seniors Data, 1991. N=158



6. RESULTS OF THE BUSINESSES AND COMMUNITY ORGANIZATIONS SURVEY

6.1 Sociodemographic Profile

- *respondents to the telephone survey were mainly managers (43.39%) or owners (36.77%)*
- *most organizations were business firms (33.33%) followed by community service organizations (16.72%); personal services firms (13.31%); clubs and community organizations (10.01%); retail trade firms (10.01%); manufacturing/light industry (6.7%) and other (6.61%)*
- *the majority of the organizations represented are small in size with 1-4 full-time employees (57%)*
- *the organizations appear to be quite stable since 90% have existed for 6 years or more*
- *almost 78% of the organizations have been in the East Village for 6 years or more*

Comments

The existing organizations in East Village are primarily small but stable organizations in the business and service industries. The organizations are not the type that could offer jobs to the homeless and the not-for-profit organizations are mainly geared to the elderly, the handicapped and specific ethnic groups (as per the list of organizations).

6.2 Perceptions of the Homeless

- *Fifty percent of the respondents reported seeing a homeless person everyday*
- *roughly half reported seeing 17 or more homeless persons in a week, in addition, over half had no contact with the homeless (53.3%)*
- *only 10% of the respondents had contact with 1-4 homeless persons in a week*
- *only 13.3% of the organizations reported that the homeless came into their place of business everyday*
- *the nature of the contact included service provision and referral (10%); begging (10%); employment inquiries (16.70%); being evicted (3.30%) and purchasing a product (3.30%)*

- ***the respondents seem to have mixed experiences with the homeless (30%) and negative experiences (26.70%)***
- ***positive experiences include information and referral (13.30%); providing work opportunities (6.70%); help (6.70%); politeness (3.30%) and conversation (3.30%)***
- ***negative experiences include 16.7% unmentionable behaviour; 13.30% break-ins, stealing; 10% begging; 6.70% evictions; and 6.70% a general nuisance***
- ***well over half of the respondents (56.81%) did not feel that the homeless actually interfered with business***
- ***43.3% believe that the homeless problem is about the same as it was a year ago***
- ***36.7% have neutral feelings about the homeless***

Comment

It would probably be safe to say that, although only 13.3% of the organizations actually had the homeless on their premises, and most did not believe the homeless interfered with business, many of the respondents do not seem favourably inclined towards the homeless. In light of the nature of the negative experiences reported and the fact that only 13.3% reported positive experiences, this is not surprising.

6.3 Perceptions of the Elderly

- ***about 40% of the respondents have no contact with seniors while 47% report having some form of contact with the elderly on a weekly basis.***
- ***on average, the respondents have contact with anywhere from 1 to 20 elderly persons per week***
- ***on average 5-8 seniors frequent the businesses per week***
- ***not one respondent reported a negative experience with the seniors***

Comment

Almost all of the research literature reports that the elderly are viewed as welcomed additions to the community and East Village would appear to be no exception. However, a number of individuals and businesses in the East Village have suggested that the elderly should not be housed in the same community as the homeless.

6.4 Perceptions of Community Services

- ***the business respondents expressed unfavourable views of the CDIC (25%); the SMH (48.3%); the International Youth Hostel (21%) and very positive views of the senior services and the Multicultural Centre***
- ***Overall, 36.6% of the respondents were unfavourable in their views about having a shelter housing 20 or more in East Village***
- ***33.6% were unfavourably disposed to a shelter of 10 or less***
- ***40% felt that another shelter would not contribute to the community***
- ***the respondents believe that the homeless should be relocated (13.30%); more food services should be provided (13.3%); should receive counselling (10%); there should be more shelters (10%); they should be put to work (10%); educational programs should be developed (6.7%) and more low income housing should be provided (6.7%)***
- ***23.3% of the respondents believe that the municipal government is responsible for the plight of the homeless***

Comment

It would seem that the views of business and community organizations of services are consistent with the views of the problem. Most respondents are favourably inclined towards services for seniors, youth and the handicapped, but not the homeless. The SMH probably receives a poorer rating than the CDIC because it is not as isolated in the East Village as the CDIC. That is, it is far more visible to everyone in the community because of its location. Problems with the International Hostel are reportedly related to loitering.

About 20 and 23 percent of the respondents are in favour of a shelter of 20 or more and 10 or less respectively. The low level of enthusiasm coupled with the view that another shelter would not make a contribution to the community is probably indicative of the "Not in My Back Yard Syndrome". That only 6.7% believe that low income housing would help the homeless also supports this view. Based on these observations, any redevelopment of East Village that includes low cost housing for the homeless, but not necessarily others, is probably going to run into some opposition from this group of respondents.

6.5 Views on Re-Development

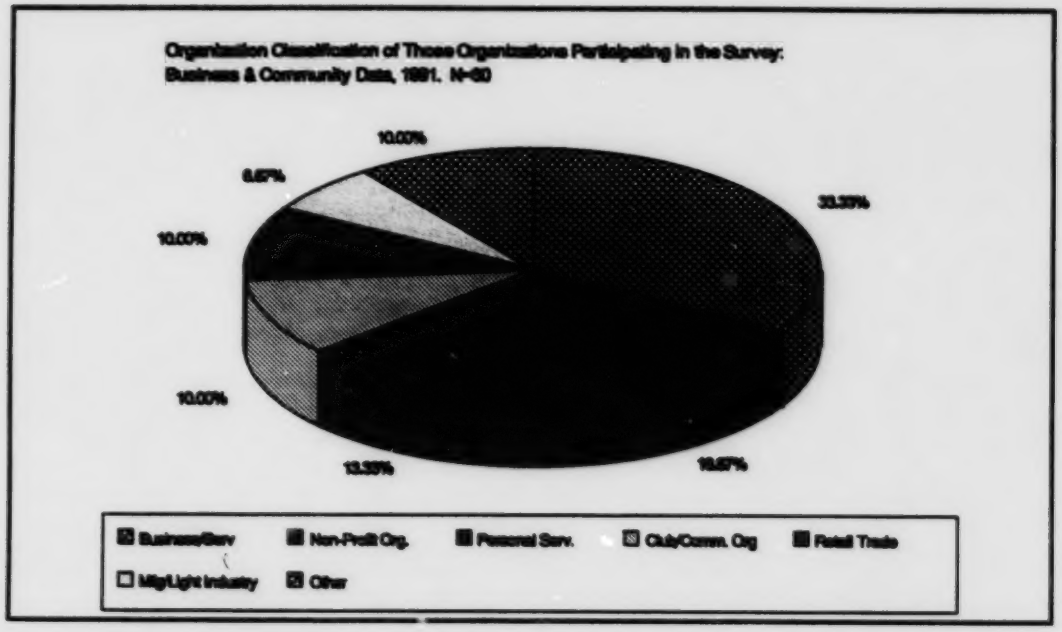
- ***about 63.3% felt that re-development would be helpful to East Village mainly because it would attract more people to the village***
- ***the type of development preferred is commercial development (73.3%); followed by housing development (70%); recreational (66.7%); and low income housing (53.3%)***
- ***types of commercial development suggested by the respondents are as follows: retail store (20 %); commercial offices (10%); a development similar to the Kensingtom area (6.7%); farmer's market, grocery store, and a hotel or convention centre (3.3%)***
- ***the type of housing preferred is high rise (20%) and low rise (13.3%)***
- ***those interested in recreational development would like to see a park included in re-development plans (13.3%). Other suggestions included a fitness centre (10%) and a recreation centre (6.7%) and tennis courts (6.7%)***
- ***about 17% did not know what type of low income housing was required while 10% suggested row housing as the form for low income housing***
- ***10% believe that re-development will not work***
- ***about 63% of the respondents believe that services should be extended to seniors and 26.7% believe services should be extended to the homeless***

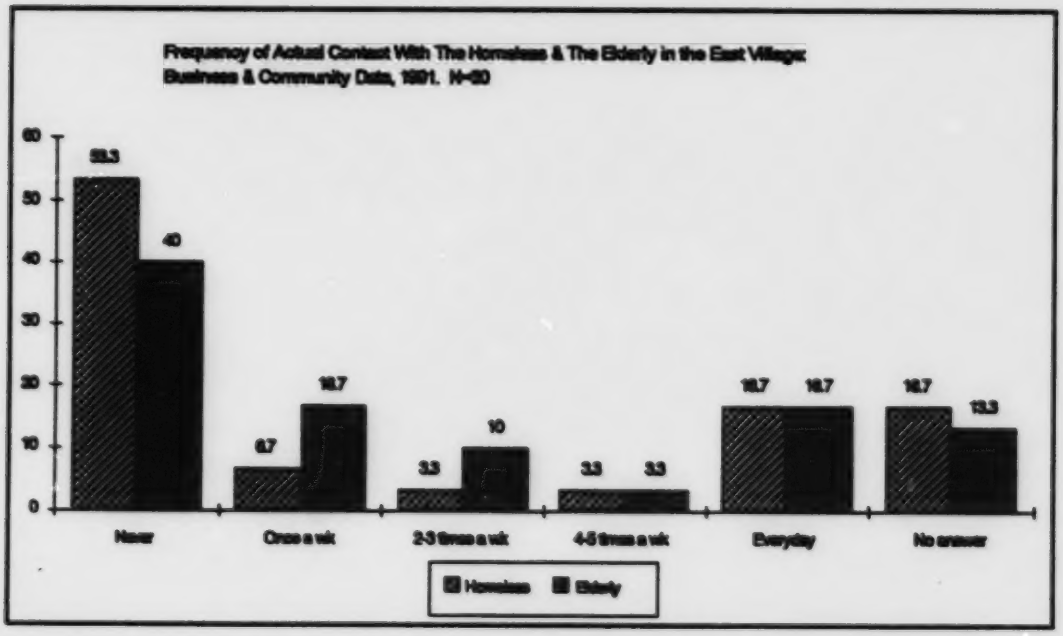
Comments

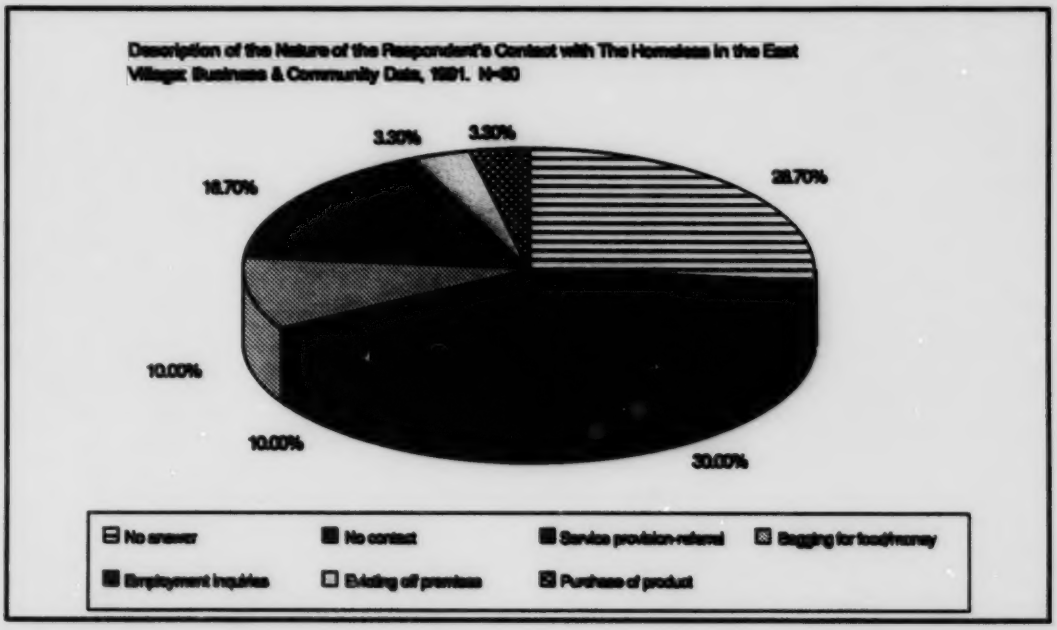
The business and community groups tended not to respond to a large number of questions although they were quite willing to be interviewed.

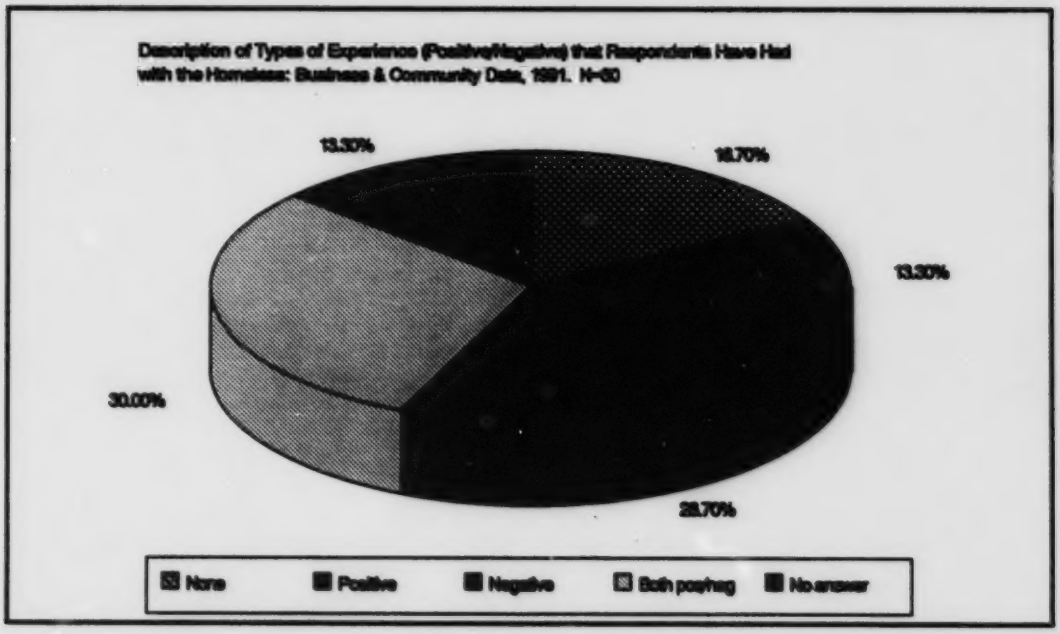
The businesses tend to favour redevelopment of the Village and commercial development is the most favoured form of development. General housing was also preferred, although it is important to note that 53 percent did not respond to the type of housing envisioned for the Village. Low cost housing was not out of the question for this group but ,again, about 63 percent did not want to comment on the type of housing.

While providing extended services to the seniors poses no problem for this group of respondents, they do not want to extend services to the homeless (50%), mainly because they would like to see the homeless moved out of the Village (13%).

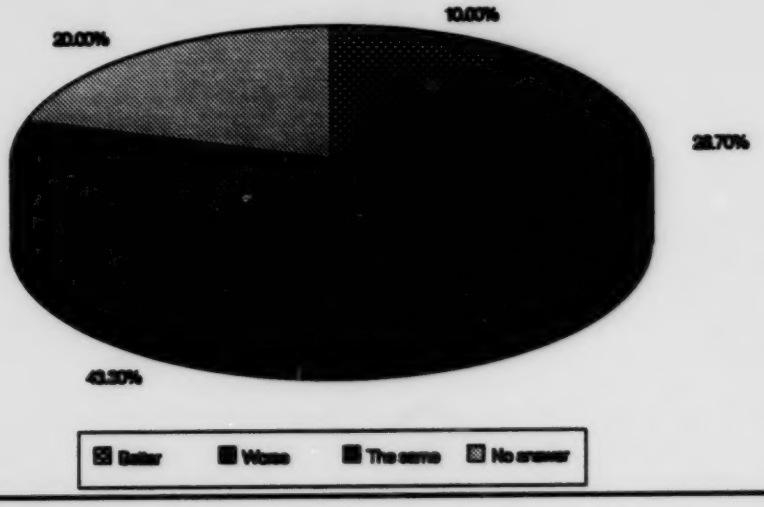

Organization Classification of Those Organizations Participating in the Survey:
Business & Community Data, 1991. N=60
10.00%
6.67%
33.33%
10.00%
10.00%
13.33%
16.67%
Business/Serv
Non-Profit Org.
Personal Serv.
Club/Comm. Org
Retail Trade
Mfg/Light Industry
Other


Frequency of Actual Contact With The Homeless & The Elderly in the East Village:
Business & Community Data, 1991. N=60
60
50
40
30
20
10
0
53.3
40
6.7
16.7
3.3
10
3.3
3.3
16.7
16.7
16.7
13.3
Never
Once a wk
2-3 times a wk
4-5 times a wk
Everyday
No answer
Homeless
Elderly

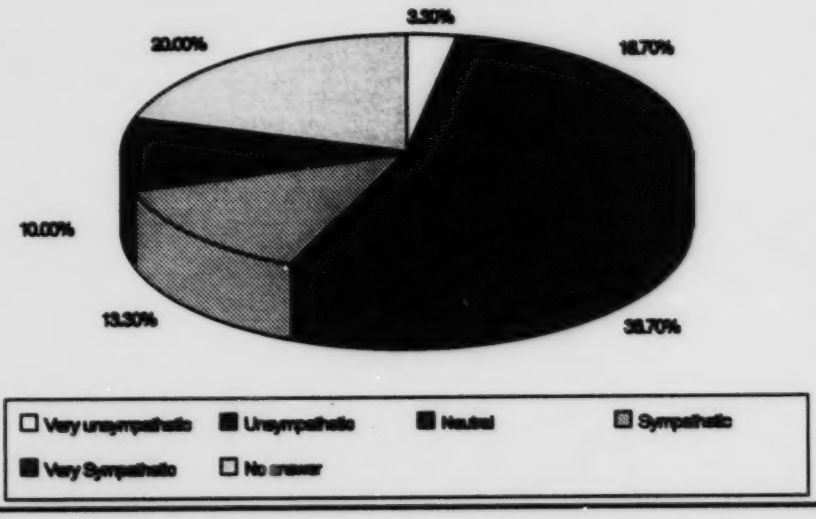

Description of the Nature of the Respondent's Contact with The Homeless in the East Village: Business & Community Data, 1991. N=60
3.30%
3.30%
16.70%
28.70%
10.00%
10.00%
30.00%
No answer
No contact
Service provision-referral
Begging for food/money
Employment inquiries
Eating off premises
Purchase of product

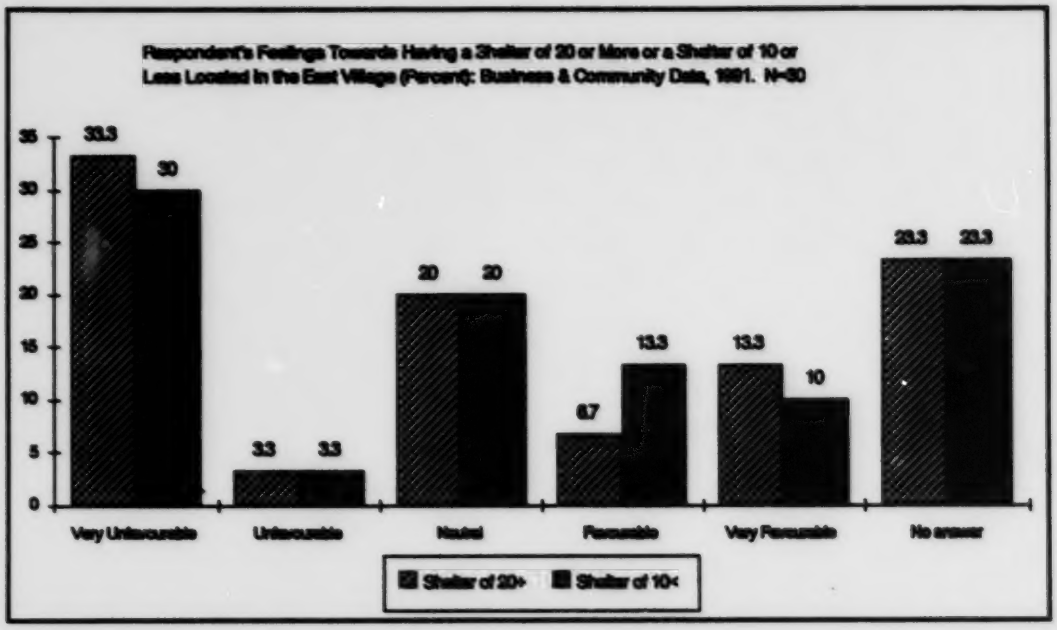

Description of Types of Experience (Positive/Negative) that Respondents Have Had with the Homeless: Business & Community Data, 1991. N=60
13.30%
16.70%
13.30%
30.00%
28.70%
None
Positive
Negative
Both pos/neg
No answer

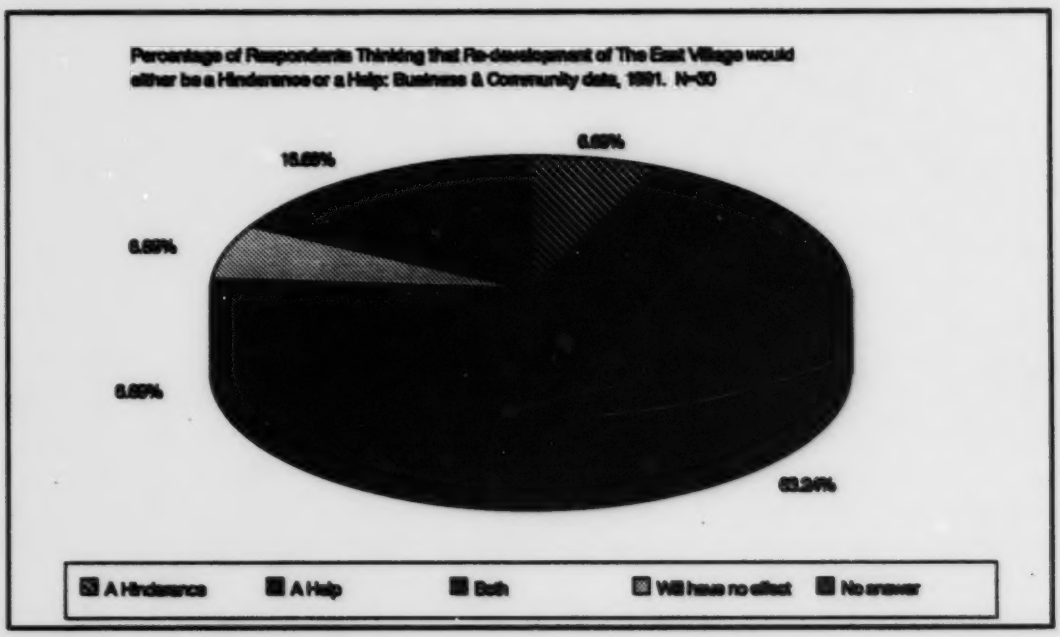
Percentage of Respondents Thinking the Homeless Problem has Gotten Better or Worse in the Last Year: Business & Community Data, 1991. N=60

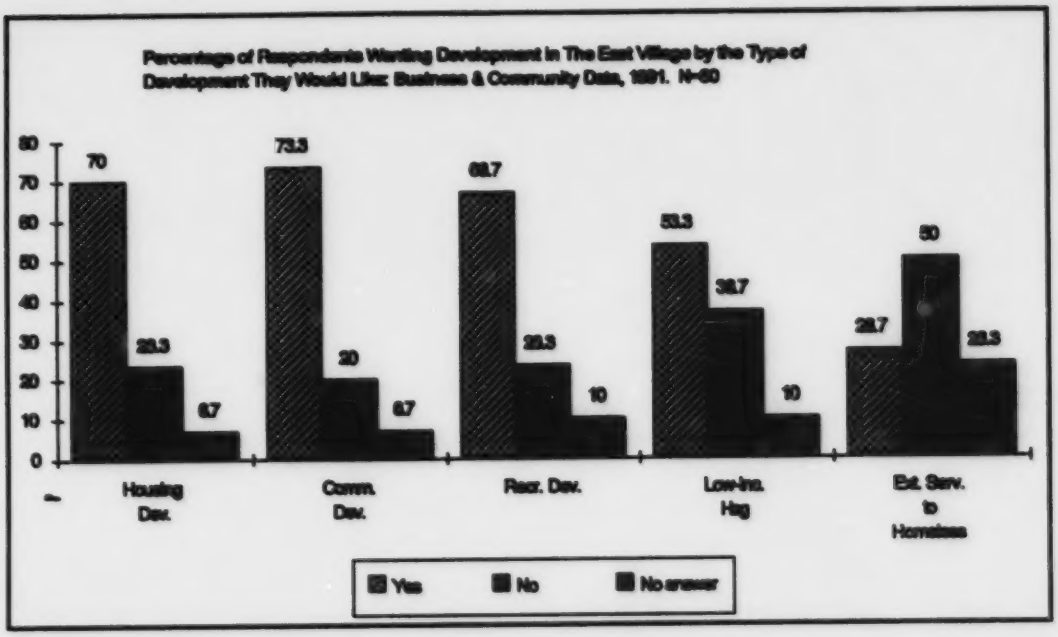


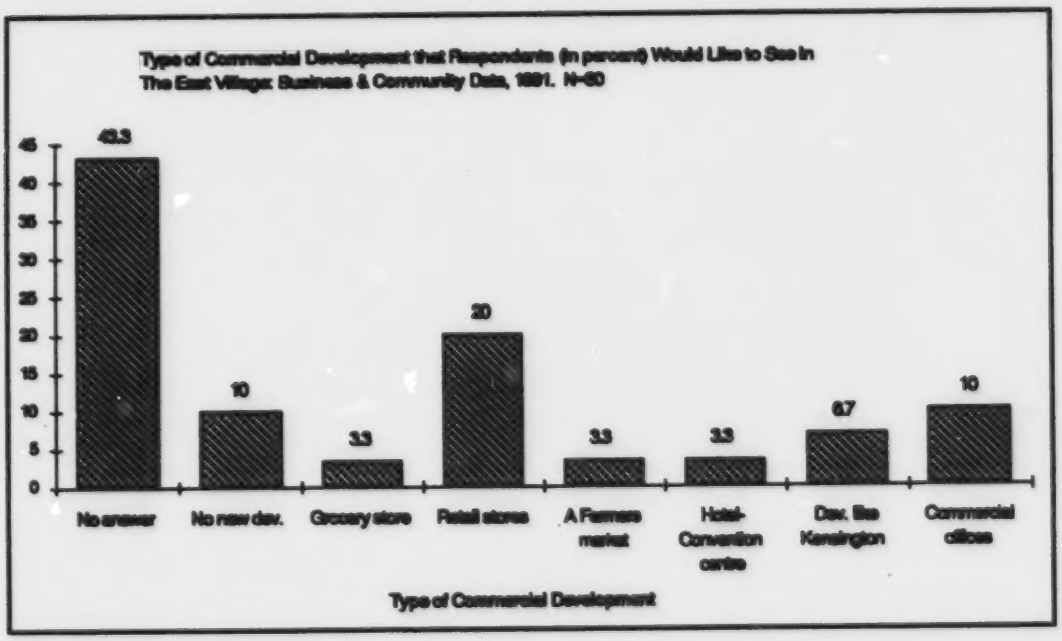
Percentage of Respondents by Degree of Sympathy They Feel Towards The Homeless: Business & Community Data, 1991. N=60




Respondent's Feelings Towards Having a Shelter of 20 or More or a Shelter of 10 or Less Located in the East Village (Percent): Business & Community Data, 1991. N=30
35
30
25
20
15
10
5
0
33.3
30
3.3
3.3
20
20
6.7
13.3
13.3
10
23.3
23.3
Very Unfavourable
Unfavourable
Neutral
Favourable
Very Favourable
No answer
Shelter of 20+
Shelter of 10<


Percentage of Respondents Thinking that Re-development of The East Village would either be a Hinderance or a Help: Business & Community data, 1991. N=30
16.69%
6.69%
6.69%
6.69%
63.24%
A Hinderance
A Help
Both
Will have no effect
No answer


Percentage of Respondents Wanting Development in The East Village by the Type of Development They Would Like: Business & Community Data, 1991. N=60
80
70
60
50
40
30
20
10
0
70
23.3
6.7
73.3
20
6.7
68.7
23.3
10
53.3
36.7
10
28.7
50
23.3
Housing Dev.
Comm. Dev.
Recr. Dev.
Low-Inc. Hsg
Est. Serv. to Homeless
Yes
No
No answer


Type of Commercial Development that Respondents (in percent) Would Like to See in The East Village: Business & Community Data, 1991. N=60
45
40
35
30
25
20
15
10
5
0
43.3
10
3.3
20
3.3
3.3
6.7
10
No answer
No new dev.
Grocery store
Retail stores
A Farmers market
Hotel-Convention centre
Dev. like Kensington
Commercial offices
Type of Commercial Development

7. RESULTS OF THE SERVICE PROVIDERS SURVEY

7.1 Sociodemographic Profile

- *66% of those sampled from the agencies are female*
- *the average age of the service providers is 40.5 years*
- *47% of the respondents were in management - supervisors, directors, or managers*
- *24% of those surveyed had some high school or had graduated from high school; one quarter had achieved a post-secondary diploma or had finished some university*
- *those with post-secondary education received their training in the areas of social work (13.8%); nursing (5.9%); and business administration (2.9%)*
- *[illegible] had graduated with the following degrees B.S.W. (18.4%); B.A. (5.2%); B.Ed./M.Ed. (5.2%). The average time spent in university was 4 years*
- *the average length of employment in the current agencies was 3.7 years and over 85% of the respondents were employed full-time*
- *55.3% of the respondents earned between $20,000 and $30,000 per year, with an average income for the sample of $25,209.00*
- *50% of the respondents believed their salary to be inappropriate for the following reasons: their education and experience exceeded the responsibilities of their job (15%); the functions they perform carry a high degree of responsibility (10.5%); they provide a crucial service to the public (5.3%) and some of the tasks they perform are highly dangerous (5.3%)*
- *the average active caseload of the respondents was 55 clients (median)*
- *39% of those surveyed reported that they did not service any homeless clients; those that did, had an average caseload of 72 homeless persons (mean)*
- *roughly 26% felt that their caseload was the appropriate size; 24% felt that it was moderately high and 11% felt that it was too high*
- *roughly 55% of the respondents worked in agencies which provided one of the following services: counselling services (15.8%); services and shelters for battered women (15.8%); to the homeless (13.2%) and childcare services (10.5%)*
- *the remainder of the services delivered included seniors home visitation program (7.8%); housing services for seniors (5.3%); general housing services (10.5%) and community outreach (15.7%)*
- *approximately 82% of the service providers described their clientele as follows: senior citizens (23.7%); the general public (18.4%) battered women (15.8%) and homeless men and women (23.7%)*

- ***the nature of the direct work with clients tends to fall within the casework model associated with social work***
- ***the managerial functions are of a basic nature to ensure survival - anticipation of organizational needs, managing resources and providing statistical evidence for work completed***
- ***community development activities are less in evidence than direct services to clients***

Comment

In almost all studies of social service agencies, the majority of service providers are female, as is the case in this study. The average age is indicative of the fact that managers represent half of the sample (they tend to be slightly older) and the top end salaries represent this executive position, although they are low, overall when compared to mainstream social service agencies. The concerns about lower incomes are well justified. The activities of the front line workers indicate that most are carrying heavy caseloads by most standards. The activities of the managers indicate that they are primarily involved in those functions that ensure survival of the agency which, is not unreasonable, given the downturn in the economy and tighter social welfare dollars.

All of the agencies in this study are what the literature refers to as alternative social services organizations (ASSO's). That is, organizations that have evolved to fill the gaps that traditional social services leave in their wake (services to the homeless, battered women, seniors, etc.). These organizations tend to be characterized by the employment of a higher proportion of lay persons and paraprofessionals with concomitantly lower educational levels and hence, salaries.

The data from this study are fairly similar to those found in other studies of alternative social service agencies - about 45 percent non-professional and paraprofessional and 44 percent professionals. Also, most are at the entry level for professional practice, namely undergraduate degrees.

This point is only made because one of the major issues involving ASSO's is the matter of professionalization. Lay persons and paraprofessionals tend to favour experience over knowledge and arguably have a superior perception of client needs which becomes the organizing feature for service. This group of service providers is

more likely to do whatever needs to be done, including social action. Professionals tend to attribute problems to individual attributes and overlook structural causes of the problems under consideration. Similarly, they attempt to change the person rather than the circumstances. The group that prevails dictates how service is delivered. In this study, material assistance and counselling for the individual appears to be the norm, consistent with the concentration of "first tier" services and the professional model of intervention. That is, less activity is directed to the issues involving differential access to services, the availability of supportive social structures, community attitudes, broad economic trends and cultural beliefs

7.2 Work with the Homeless

- ***a large proportion of the service providers indicated that their clients exhibited symptoms associated with mental illness, however, only occasionally were they referred for psychiatric care***
- ***the helping activities were more likely to be supportive and informational in nature followed by basic concrete help such as food, shelter and clothing***
- ***only occasionally did the service providers search for short-term and long-term housing; slightly more often they referred the homeless for housing assistance; rarely did they address employment problems and they rarely provided financial assistance***
- ***29% felt that they were moderately successful in their interventions***
- ***44% felt a sense of accomplishment when working with the homeless although about 21% believe that the public does not value their work***
- ***13% of the service providers believe that low-income housing is required for the homeless and 10.5% believe that some type of supervised accommodation with access to services is required***
- ***the most important service identified is housing with food services included***

Comments

Because of the nature of the agencies involved, few can provide more than very basic services characteristic of an emergency-oriented response. Most notably, the service providers are doing the best they can under the circumstances, with few transitional or stabilization services being utilized to assist in their activities. As seen above, what the homeless most likely require, once their emergency needs are met, is help with mental health problems and the criminal justice system, jobs and job training and money and

housing. Referral to these types of services is not evident in the activities of the service providers simply because these services are not immediately available in the downtown area.

Transitional services are definitely available in the larger Calgary community but whether the homeless would use them is highly questionable. The homeless, themselves, have indicated problems with transportation and the need for services to be concentrated in the downtown area. As well, the literature suggests that the homeless are resistance to the use of traditional services partially because staff are not trained to serve the homeless.

If low-income housing is the goal for East Village, at minimum, some transitional services will be required to help the homeless make the best use of the resource, as noted by the service providers themselves.

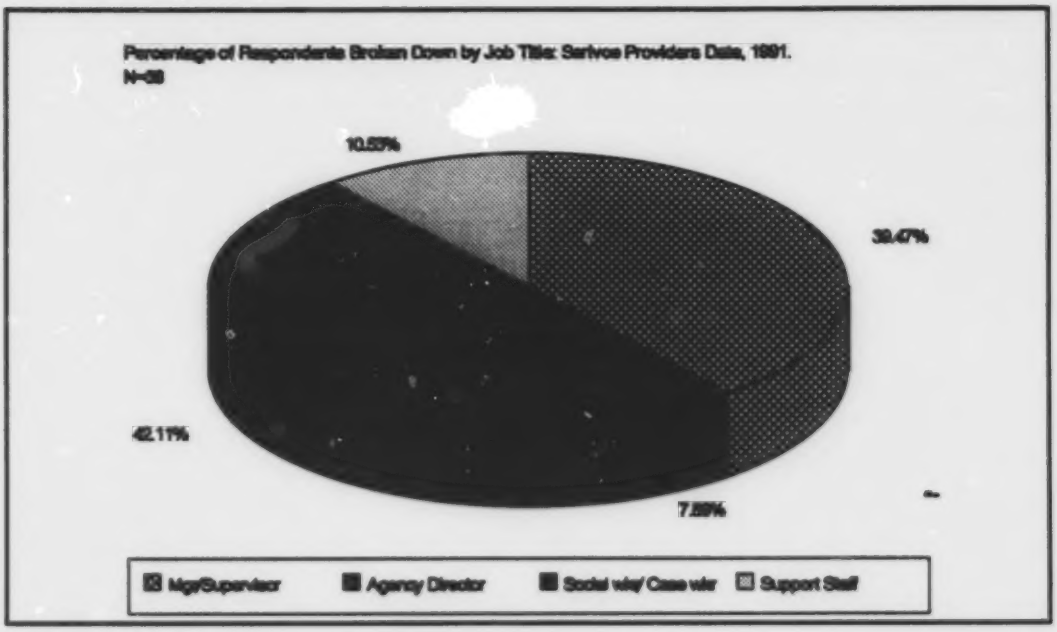
7.3 Views of the Homeless and East Village Re-development

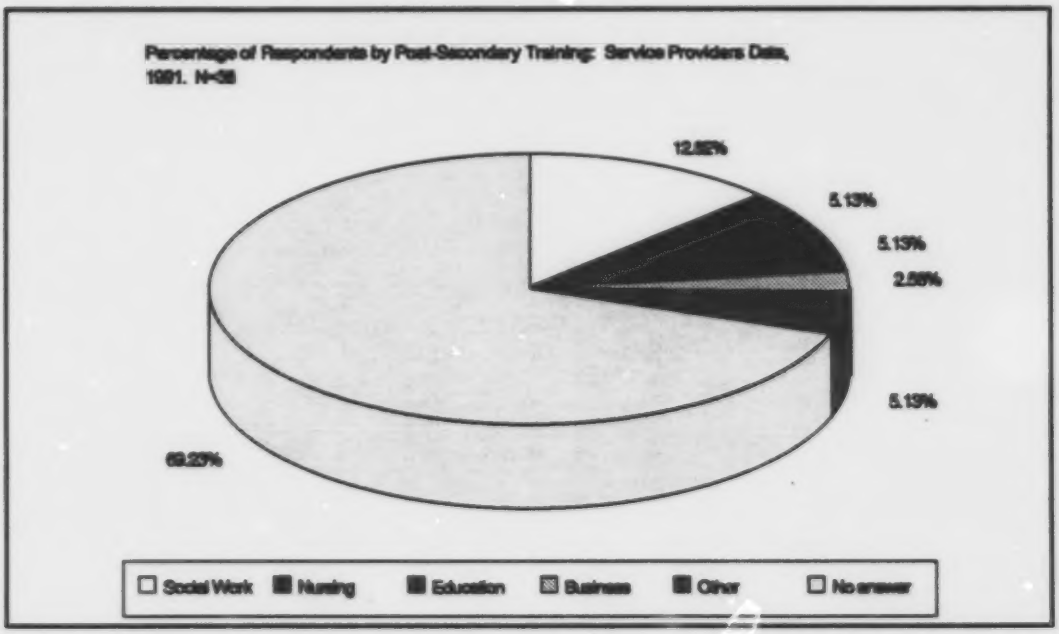
- ***58% of the service providers believe that the homeless create a problem for the inhabitants of East Village***
- ***the main problems identified include frightening/harassing the residents and increased crime rates***
- ***type of development envisioned, in order of importance: general housing (63.2%); extension of services to seniors (55.3%); low income housing (52.6%); extended services to homeless (44.7%); recreational development (36.8%); and commercial development (36.8%)***
- ***type of general housing identified by sample: low-income (26.3%); any kind (15.8%); more seniors apartments (7.9%); single women housing (2.6%)***
- ***type of low-income housing: apartments and houses (13.2%); seniors apartments (7.9%)***
- ***the type of commercial development identified is more retail outlets***
- ***recreational development includes parks (10.5%); recreational centre (2.9%); bingo hall (2.6%); and tennis courts (2.6%)***
- ***11.80% of the service providers want more low-income housing extended to the homeless followed by rooming houses (5.3%), and a facility like Baker Annex (2.6%)***

Comment

As would be expected, the service providers are more interested in developing housing services, and social services to the two main subpopulations living in the Village than in commercial development. Their views are well-founded since they have little access to transitional services. Similar proportions of the homeless and service providers would like to see low income housing developed in East Village. The service providers perceive the homeless to cause more problems than either the businesses or seniors report, probably because they are more familiar with the homeless and their problems.

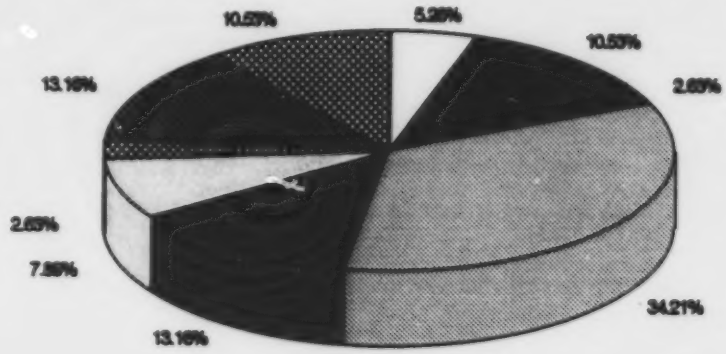
While the service providers are interested in extending services to the seniors, the seniors themselves report little need for additional services. The service providers' views are probably more reliable than those of the seniors who tend to minimize their problems.

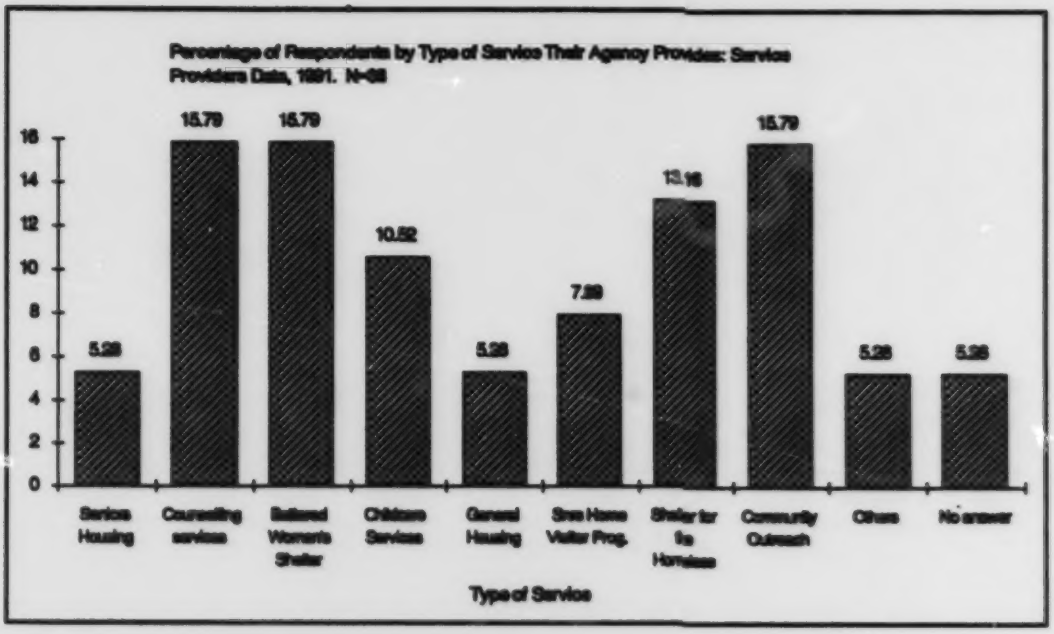

Percentage of Respondents Broken Down by Job Title: Service Providers Data, 1991.
N=38
10.53%
39.47%
42.11%
7.89%
Mgr/Supervisor
Agency Director
Social wkr/ Case wkr
Support Staff

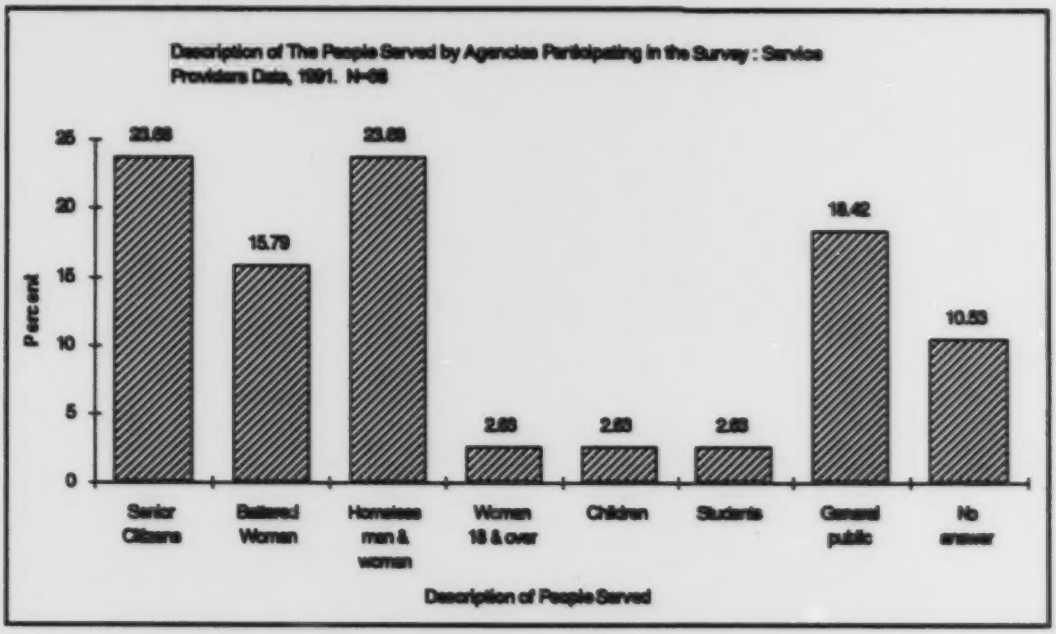

Percentage of Respondents by Post-Secondary Training: Service Providers Data, 1991. N=38
12.82%
5.13%
5.13%
2.56%
5.13%
69.23%
Social Work
Nursing
Education
Business
Other
No answer

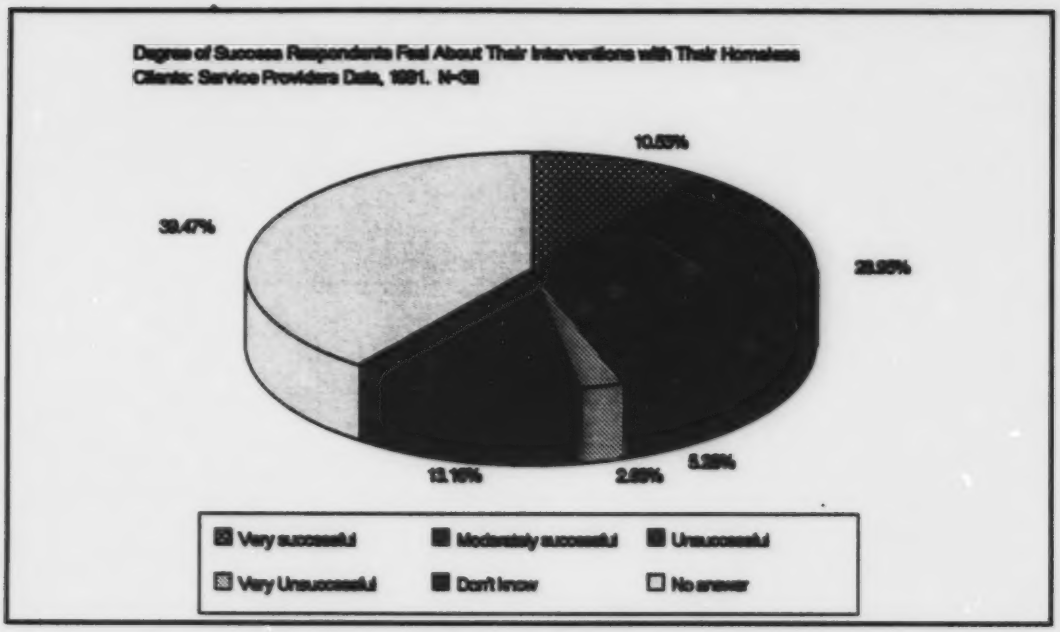
Percentage of Respondents Broken by University Degree Obtained: Service Providers Data, 1991. N=38

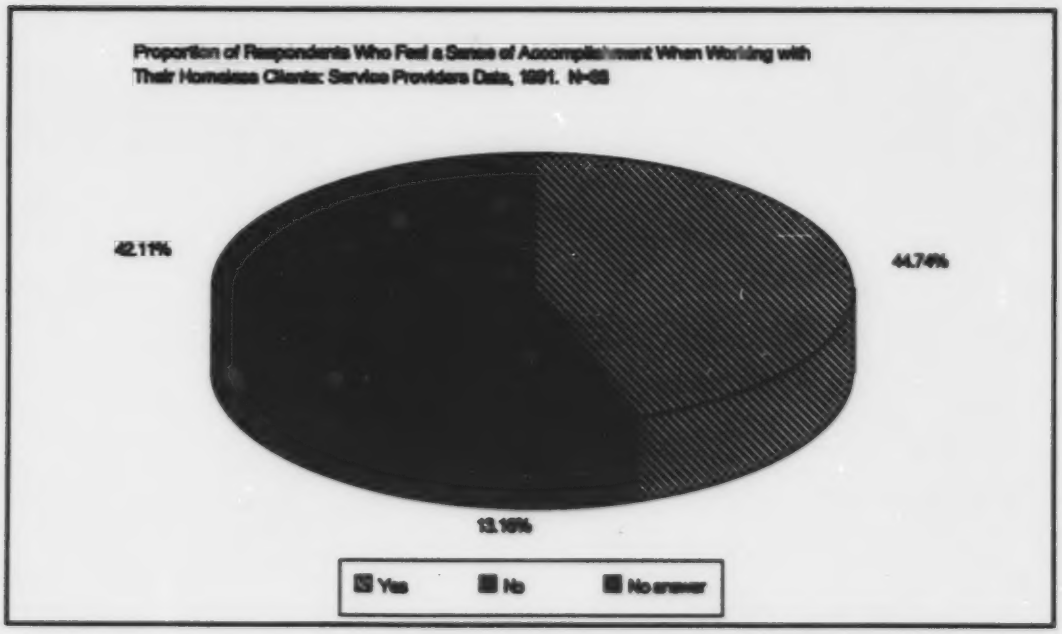
Number of Respondents by Income Level: Service Providers Data, 1991. Average Income = $25,209.00 (N=38).

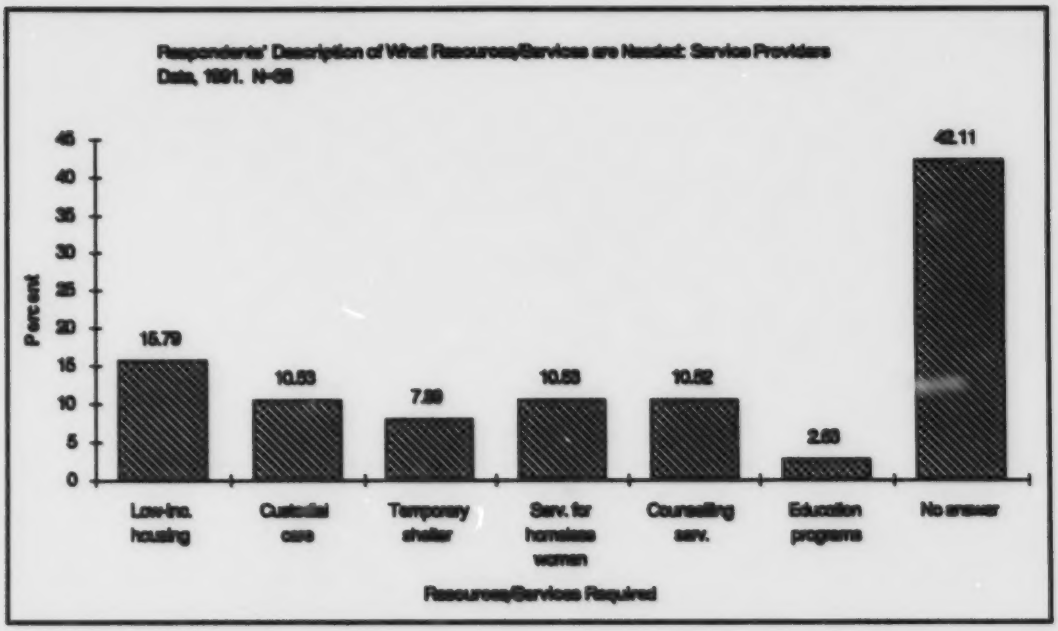


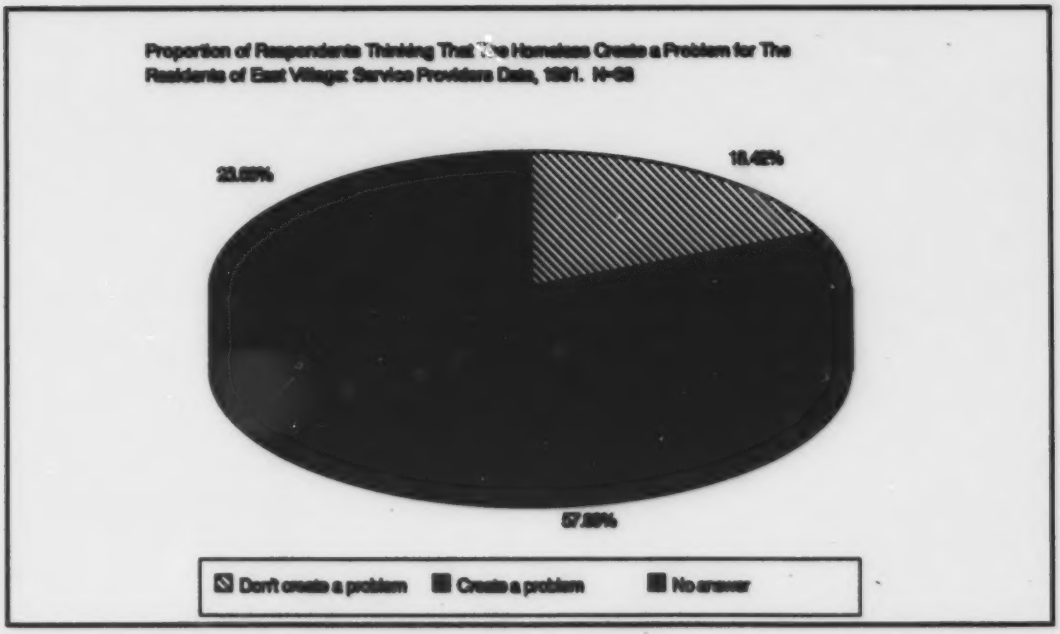

Percentage of Respondents by Type of Service Their Agency Provides: Service Providers Data, 1991. N=68
16
14
12
10
8
6
4
2
0
5.26
15.79
15.79
10.52
5.26
7.89
13.16
15.79
5.26
5.26
Service Housing
Counselling services
Battered Womens Shelter
Children Services
General Housing
Snr Home Visitor Prog.
Shelter for the Homeless
Community Outreach
Others
No answer
Type of Service


Description of The People Served by Agencies Participating in the Survey : Service Providers Data, 1991. N=68
Percent
25
20
15
10
5
0
23.68
15.79
23.68
2.63
2.63
2.63
18.42
10.53
Senior Citizens
Battered Women
Homeless men & women
Women 18 & over
Children
Students
General public
No answer
Description of People Served

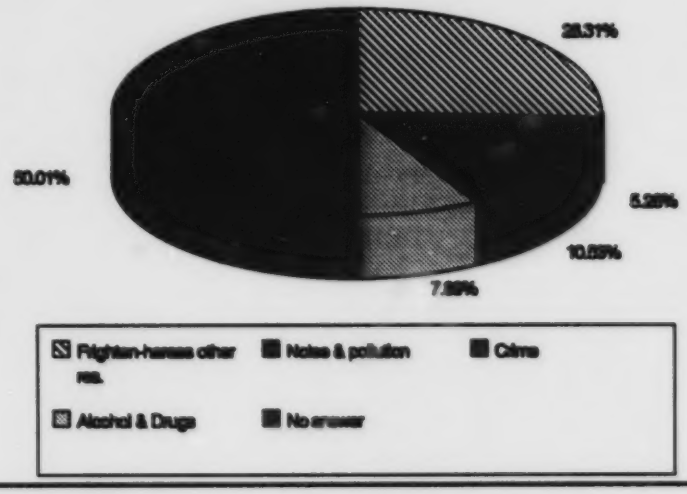

Degree of Success Respondents Feel About Their Interventions with Their Homeless Clients: Service Providers Data, 1991. N=38
10.53%
39.47%
28.95%
13.16%
2.63%
5.26%
Very successful
Moderately successful
Unsuccessful
Very Unsuccessful
Don't know
No answer


Proportion of Respondents Who Feel a Sense of Accomplishment When Working with Their Homeless Clients: Service Providers Data, 1991. N=38
42.11%
44.74%
13.16%
Yes
No
No answer

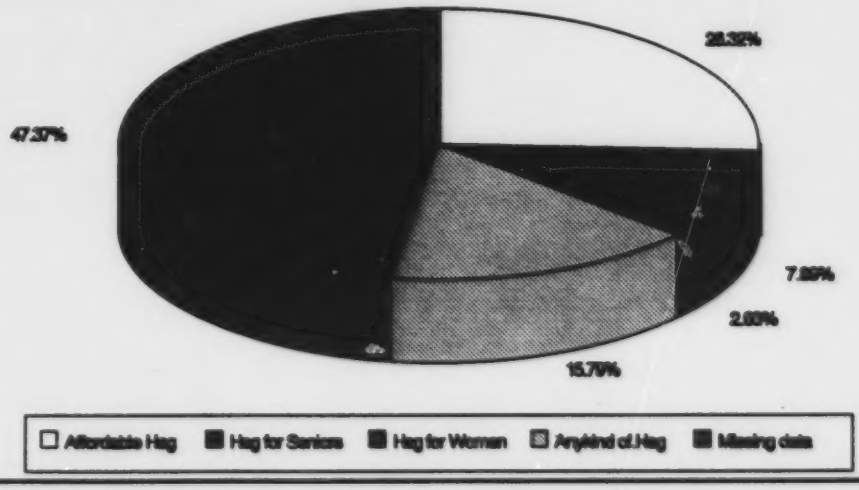

Respondents' Description of What Resources/Services are Needed: Service Providers Data, 1991. N=68
Percent
45
40
35
30
25
20
15
10
5
0
15.79
10.53
7.89
10.53
10.52
2.63
42.11
Low-inc. housing
Custodial care
Temporary shelter
Serv. for homeless women
Counselling serv.
Education programs
No answer
Resources/Services Required


Proportion of Respondents Thinking That The Homeless Create a Problem for The Residents of East Village: Service Providers Data, 1991. N=68
23.68%
18.42%
57.89%
Don't create a problem
Create a problem
No answer

Description of the Types of Problems That the Respondents' Suggested the Homeless Create in the East Village: Service Providers Data, 1991. N=59



Type of General Housing Respondents Would Like Developed in The East Village: Service Providers Data, 1991. N=59



8. THE EAST VILLAGE COMMUNITY AS A WHOLE

Most community researchers argue that community life in the late twentieth century is less personal and intimate than formerly, that it is lonelier, more segmented and more formalized. These observations seem to apply to the community of East Village. In fact, both the quantitative data and the qualitative data strongly suggest that there is little sense of community at all in the East Village.

In interviews with the seniors, the homeless and the business organizations, the interviewers frequently had to clarify what they meant by East Village - ie. the physical location and the name, East Village. They also had to repeatedly outline who they were working for, assure people that they did not have some type of nefarious intent and that their views were indeed important and would be taken very seriously by the City. From the service providers and the business respondents to the homeless, there was a palpable feeling that no one much cared what they thought about the community.

The community horizon of the seniors did not go much further than their own building. Seventy percent noted that they did not participate in community activities, nor did two-thirds of them feel involved in the community. Less than one-half felt they had anything in common with anyone else in the Village.

The homeless tended to view East Village as an extension of the downtown and when their daily activities are considered, most spend their day in the core of the city and move through the village only to secure food and shelter. The largest public congregation of the homeless only happened once a week on Sunday morning in City Hall. About 46 percent of the homeless would move if the services in the Village were moved. The sense of the interviewers was that the homeless were mainly attached to the services which were located in a convenient location, close to the downtown.

Both the employees of the businesses and the service providers work, rather than live in the area, so they have a very different perception that is more related to the distribution of goods and services. Community commitment is more in line with the expansion of services and business opportunities.

The interaction patterns of the various groups in the community tend to isolate the different groups from each other. The seniors spend most of their time in solitary activities and the homeless, if they talk to anybody, spend time talking to other street people and shelter staff. The seniors actually have little to do with the homeless since only 6 percent have contact with the homeless everyday and about 17 percent of the business people have actual contact with the homeless everyday. Forty percent of the businesses report that they never have any contact with the elderly.

In the informal interviews with the directors of the social services for the homeless, most mentioned that they talked with each other informally to facilitate service to the homeless. Some noted that there there were a few strained relationships amongst agencies, but nothing serious enough to impede service. The inter-agency issues seemed to revolve around the allocation of resources by funders and the shortage of services. The business and service providers have little reason to interact on a day-to-day basis and appear to know little about each other. The service providers tended to think that the businesses were interested only in development and the businesses tended to have some negative feelings about the two shelters and to a lesser extent, the International Hostel.

In short, there are a number of small social networks that tend to operate independently of each other with few overlapping linkages. If a sense of community is what is desired by the planners, then it will be important to foster interpersonal and intergroup linkages and integration and coordination of the formal organizations in the area. Perhaps even more importantly, there is a need to create empowering relationships with those people and organizations for whom the re-development is intended so that there is collaboration in shaping the issues and the outcomes.

The perspective of the community on the homeless is typical of that found in previous studies. Less than half of the seniors and only 27 percent of the businesses think the homeless problem has gotten worse in the last year. Fifty-eight percent of the service providers think that the homeless cause problems for others in the community but only about 27 percent of the business people and 21 percent of the seniors report actual negative experiences with the homeless. When attitudes are considered, 92 percent of the seniors and 53 percent of the businesses exhibit very sympathetic to neutral attitudes towards the homeless living in East Village. In fact, 40 percent of the business organizations are prepared to make some contribution to the homeless.

The real issue appears to be dissatisfaction with the existing shelters and dissatisfaction with the idea of building any new shelters for the homeless in East Village. So while most are favourably disposed to the homeless, the "Not in my Backyard Syndrome" does seem to prevail, especially for the Single Men's Hostel, a more visible edifice in the community than the Calgary Drop-In Centre. The twist on this syndrome however, is that it comes from those who do not actually live in the community but rather from those who make their livelihood in the community

When considering the community as a whole and their views on re-development, everyone is in favour of some type of change. About 55 percent of the community want to see general housing development, 53 percent are in favour of commercial development, 51 percent in favour of recreational development and 62 percent in favour of the development of low-cost housing. In terms of extending services, about 52 percent of the community would like to see more services extended to the seniors and 71 percent would like to see services extended to the homeless.

It is not unexpected that, those living in the community compared to those who work in the community, have stronger views on all aspects of development. Of the four groups studied in the community, the homeless are the strongest proponents of more general housing and more low-income housing, while the seniors are the strongest voice in advocating for more commercial development, specifically a grocery store. Perhaps the most interesting observation to come out of the data is that it is the homeless who are the major supporters of extending services to the elderly and the elderly who are the major supporters of extending services to the homeless.

Finally, it is important to note, that the community as a whole was not the major unit of analysis for this study and that the above data is based on aggregating the data from the four major community groups. Our conclusion, that a sense of community is somewhat lacking in East Village, has to therefore be interpreted with some caution.

9. RECOMMENDATIONS FOR REDEVELOPMENT

9.1 The Community: The following recommendations are based on the observations that there is a weak sense of community apparent in East Village, that people have felt left out of the planning process and that the lack of information can foster destructive community processes.

1. The majority of community dwellers in East Village are in favour of redeveloping the community, indicating that community development should proceed.

2. The process of redevelopment will have to reconcile differing views that can best be achieved by placing community interests before individual and group interests.

3. It is recommended that the process of re-development include the major constituencies of business, service providers, seniors and the homeless in the process from start to finish.

3. It is recommended that the process of redevelopment involve adjacent communities so that planning can be co-ordinated and unnecessary duplication of services and facilities does not occur.

4. It is recommended that those committees already in place which have an interest in housing and services be included in the redevelopment process at least on a consultative basis (eg. Street Liaison Committee; Calgary Housing, etc.).

5. It is recommended that the physical design of the community take into account that a sense of involvement is missing amongst the residents in East Village and that any design should attempt to rectify this situation where possible.

9.2 The Homeless: The following recommendations are based on what the homeless perceive to be their needs in terms of available services. The data indicate that homelessness is mainly a function of poverty resulting from unemployment that precludes affordable housing. Whether personal problems contribute to the cause of homelessness or result from homelessness is not the central issue. The fact is, the presence of mental illness, chemical dependency and criminal records exacerbates the problems of the homeless and need to be addressed.

At the same time, the homeless in East Village show considerable potential for change, given the recency of their homelessness, their short period of homelessness, the fact that they are educable and their willingness to work. The resources available to the homeless are primarily emergency in nature. There are few if no transitional or stabilizing services available to this population in East Village or close at hand in the downtown area. The assumption here, is that services and housing should be offered jointly to the homeless because their problems are multidimensional.

1. It is recommended that there should be several adjustments to the first tier of services in the East Village.

a) It is recommended that the Calgary-Drop-In Centre be funded to open Sundays.

b) It is recommended that three nutritional meals be served 7 days a week in the East Village in conjunction with the downtown area, rather than the current four soup lines that allow for considerable overlap amongst the homeless. It is important that the evening meal be served late enough to accomodate those returning from work. The soup lines should be co-ordinated and managed by the four agencies currently involved to include block funding to the four agencies.

c) It is recommended that a physician attend the two shelters once a week to insure decent health care and continuity of care for the homeless.

d) It is recommended that the two shelters forge a strong relationship with the pharmacy in the area so that prescriptions can be filled promptly. Financial assistance to pay for the prescriptions should be negotiated with provincial or city social services.

e) It is recommended that a referral and information service with follow-up, be made formally available in the shelters or in close proximity to the shelters.

f) It is recommend that the Booth Centre re-think its location in the East Village since it seems to be the unjustified lightening rod for negative public opinion.

2. It is recommended that some basic second tier or transitional services be added to East Village in close proximity to the shelters, and/or any low-income housing that might be developed in the area. There are many ways of organizing these services which will depend on how the community is physically developed. One interdisciplinary agency is a possibility, mobile teams that serve the whole downtown area is another possibility, as is attaching services to the shelters or to low-income housing. The major organizing principle should be proximity and very easy access for the homeless.

a) It is recommended that an agency, or perhaps one already involved in employment, should provide assistance with job skill assessment and training consistent with the needs of the local economy. The agency could provide help in locating jobs for the homeless, and help with transportation to the work site and could advertise the availabilty of a labour force in order to generate more jobs.

b) It is recommended that a service similar to, or a representative of the Connection Housing Society, be in close proximity to the shelters in order to assist in the finding of affordable housing. At minimum, the shelters should have a close working relationship with this Society.

c) It is recommended that intensive mental health counselling be made available immediately to the homeless. This service should have very close links to psychiatric care. If the service was mobile it could serve the whole downtown area including the East Village.

d) It is recommended that a service that assists those who are, or have been involved with the criminal justice system, should be made available through the Elizabeth Fry Society, the John Howard Society and/or the Remand Centre.

e) It is recommeded that those providing services to native peoples should become more involved in offering services to the homeless.

3. It is strongly recommended that more low income housing be provided for the homeless in the East Village.

a) A facility very similar to Street City with supporting services is highly recommended as a transitional form of housing to help move the homeless into mainstream society.

b) Low-income housing that is permanent, such as basic bachelor suites or rooms in supervised rooming houses, with meal services and social services attached, is recommended.

c) It is recommended that mechanisms to immediately provide the homeless unemployed with financial assistance to pay for rent should be explored with provincial and city social services.

d) It is recommended that the procedures surrounding the "Rent Report" required by provincial social services should be reviewed.

9.3 The Seniors: The data for the seniors indicate that they are a low income group with slightly poorer health than the national average for this age group. The respondents perceive themselves as having few needs and are extremely satisfied with their living conditions. It is worth noting that seniors are the least likely to use or want social services so those needs that are mentioned should be taken seriously.

1. It is recommended that an affordable and an accessible grocery store, within walking distance from the seniors' towers, be part of the plans for re-developing the East Village.

2. It is recommended that at least one affordable restaurant and coffee shop be located close to the seniors towers.

3. It is recommended that a swimming pool be considered in the plans for future development that includes design features that would accomodate seniors.

4. It is recommended that homecare services become more accessible to the seniors living in the towers.

5. In light of some of the problems the seniors experienced with alcohol and eviction, it is recommended that services of the city outreach team and O.P.E.C.S. be augmented.

6. It is recommended that serious consideration be given to establishing a medical clinic in the community that could also be used by the proposed new, incoming population.

7. It is recommended that any retail development or park development include design features that would encourage the seniors to spend more time in their own community.

9.4 Businesses and Community Organizations: The following recommendations have to be viewed with caution since the response rates to many questions were quite low. The following recommendations elicited the most agreement.

1. It is recommended that re-development include retail stores and commercial office space in the East Village.

2. It is recommended that general housing development in the form of high rise and low rising buildings be considered in the plans for East Village.

3. It is recommended that the recreational development to be considered could include a park, a fitness centre, a recreation centre and tennis courts.

4. It is recommended that linkages between the homeless, service providers and the businesses in the area should be strengthened to promote more positive relationships.

9.5 The Service Providers: The service providers in this study were drawn from the downtown area as well as East Village and served a wide variety of clients. The group most relevant to this study are those servicing the homeless and the seniors so

that the following recommendations apply to them. The recommendations focus on how to provide more efficient and effective service.

1. It is recommended that the agencies serving the homeless receive stable funding so that they can devote more time to service delivery and less time to matters of survival.

2. It is recommended that a mechanism for funding that reduces competition between agencies should be sought. An example would be funding one umbrella organization comprised of all the relevant organizations who could, in turn, allocate service dollars. This would encourage more positive relationships amongst agencies and would lead to more rational planning.

3. It is recommended that community linkages between service providers to both the homeless and the seniors in East Village should be encouraged to determine what services could possibly be shared as exemplified in the work of the city outreach team.

4. It is recommended that , if the range of services to the homeless are to be expanded at the primary or emergency level, then increased and different staffing patterns will be required.

5. It is recommended that if specialized services are to offered to the homeless at the transitional stage, that the level of training should reflect this specialization.

6. If more services are to be provided to the residents of East Village, it is recommended that a proportion of the existing service personnel should be encouraged to use case management strategies with their clients.

7. It is recommended that funds should be allocated to the continuing education of those servicing both the elderly and the homeless.

APPENDIX I: SURVEY INSTRUMENTS

A) The Homeless Questionnaire
B) The Seniors' Questionnaire
C) The Businesses and Community Organizations Questionnaire
D) The Service Providers Questionnaire

EAST VILLAGE QUESTIONNAIRE FOR HOMELESS PERSONS
Calgary, Alberta
June 1991

Date: _____

Time of Interview: _____

Location: _____

Sector: _____

Sex of Respondent: 1. Male _____
2. Female _____

Refusal: _____ (reason only if given)

Length of Interview: _____

Name of Interviewer: _____

INTERVIEWER NOTE: The following questions are designed to distinguish between those who are homeless and those who are not. If the respondent answers NO to Question I, they are homeless and, therefore, eligible to be included in the survey.

If they answer YES to Question I, proceed to Question II. If they answer NO to this question, they are considered to be homeless and are also eligible for the survey. If they answer YES, they are <u>NOT HOMELESS</u> and you should stop the interview, thank the respondent, and move on to the next person.

I. Do you currently have a room, apartment or house of your own for which you pay to live in?

1. NO _____ → If **NO, GO TO** Page 2.
2. YES _____ →

If **YES,**

II. Have you stayed in your own place WITHIN THE LAST 30 DAYS?

1. NO _____ → If **NO, GO TO** Page 2.
2. YES _____ →

If **YES,** STOP HERE and

Thank the respondent for their time and move on to the next person.

INTRODUCTION: Hello, my name is __(interviewer's name)__. I am doing a study for the City of Calgary about the lifestyles of people living in East Village. You are about one of 100 people that we will be talking to over the next couple of weeks. Everything you say will be private and confidential. Any results of this study will be reported for many people and not you individually. We are only interested in the general patters of people's behaviour.

I am going to talk to you about yourself, how you feel about living here and what changes should be made in this community to make it a better place to live for all. Some questions may not apply to you or you would rather not answer them, so please do not feel obligated to do so. We really appreciate your help.

A. HOUSING

INTERVIEWER'S LEAD-IN: First of all, I would like to ask you some questions about where you eat and sleep and why you don't have a permanent place of your own where you pay to live.

1. In the last 7 days, did you sleep:

	No	Yes	If YES, How many nights?	# of Nights
a) In a shelter	_____	_____		_____
b) Bus or train station	_____	_____		_____
c) On the street	_____	_____		_____
d) On the river bank	_____	_____		_____
e) At a relatives	_____	_____		_____
f) At a friends	_____	_____		_____
g) Somewhere else, specify: _____				_____

(*Note to Interviewer: Each of the categories added together should equal 7 nights.*)

2. In the last 7 days, have you eaten at:

	No	Yes	If YES, How many times?	# of Times
a) The soup kitchen?	_____	_____		_____
b) The Drop-In centre?	_____	_____		_____
c) The Single Men's Hostel?	_____	_____		_____
d) Alpha House?	_____	_____		_____
e) The Salvation Army?	_____	_____		_____
g) Somewhere else, specify: _____				_____

3. Do you consider yourself to be homeless at the present time? Yes _____ No _____
Why or why not? (Explain): _____

_____

_____

4. Have you ever had a permanent place to live?

1. No _____ Why? _____ **(GO TO QUESTION 8)**

2. Yes _____ Where was that place? _____ (parents, wife/husband, etc.).

5. When did you **FIRST** not have a permanent place to live? _____ (Year)

6. About how old were you when you first did not have a permanent place to live? Age _____.

7. Including now, how many times have you been without a permanent place to live?

   Number of Times _____

8. Right now, how long has it been since you had a permanent place to live?

   Years _____ Months _____ Weeks _____

9. Why would you say you are currently without a permanent place to live?
   (Interviewer note: A multiple response question).

	Yes	No
a) no money	_____	_____
b) no job	_____	_____
c) no welfare	_____	_____
d) no unemployment insurance	_____	_____
e) no workmen's compensation	_____	_____
f) family crisis	_____	_____
g) mental health or health problems	_____	_____
h) no job skills	_____	_____
i) the economy	_____	_____
j) no affordable housing	_____	_____
k) don't know anyone well enough to live with	_____	_____
l) other, specify: _____		

10. Of all these reasons for not having a permanent place to live, which one do you think is the major reason? _____ (a through l)

11. The last time you had your own place to live, did you pay rent?

    1. No _____ Why not? _____

       Yes _____ About how much did you pay a month? _____

12. Why did you leave this last place?

    a) Could no longer afford the rent
    b) Building was torn down, burned, or was condemned
    c) Was evicted
    d) Arguments or abuse from family members/house or room mates
    e) No room mate to share expenses
    f) Other, specify: _____

13. What is preventing you from finding a permanent place to live right now?

    a) Can't afford damage deposit
    b) Can't afford the rent
    c) Can't afford the rent and damage deposit
    d) Don't want a permanent place
    e) Other, specify: _____

14. If you had enough money right now, what kind of place would you like to live in?
(*Interviewer note: Use probes such as no place, apartment, house, shelter)*

_____

_____

15. Do you have a family?

	Yes	No
a) Parents	_____	_____
b) Spouse	_____	_____
c) Children	_____	_____
d) Brother, sister	_____	_____
e) Aunts, uncles	_____	_____
f) Other, specify: _____		

16. If you had the opportunity, would you like to live with family? Yes _____ No _____

17. Would your family want you to live with them? Yes _____ No _____

If **NO**, why? _____

18. Right now, how long have you lived in Calgary? Years/Months _____

19. How many places **other** than Calgary have you lived in? _____ (number)

B. SOCIAL RELATIONSHIPS

INTERVIEWER'S LEAD-IN: I would now like to talk to you a bit about people you know and what you do in a day.

(Interviewer's Note: Add as many categories as is necessary.)

1. Could you describe what you do on an average day starting with when you get up in the morning and ending when you go to sleep at night?

   a. Where would you go? (List places)

   1. _____ 6. _____
   2. _____ 7. _____
   3. _____ 8. _____
   4. _____ 9. _____
   5. _____ 10. _____

b. What would you do at each place? (Eat, play cards, work, etc.)

1. _____ 6. _____
2. _____ 7. _____
3. _____ 8. _____
4. _____ 9. _____
5. _____ 10. _____

c) Could you tell me who you would usually talk to at each of these places? (Include no one)

1. _____ 6. _____
2. _____ 7. _____
3. _____ 8. _____
4. _____ 9. _____
5. _____ 10. _____

2. Do you have someone close to you?

1. No _____ (GO TO QUESTION 3)
2. Yes _____ If YES,

a. How many people would you consider to be close to you? _____

b. Would the person(s) be friends, family, street people, agency people, etc.?

Person 1. _____ # of times talked to per week _____

Person 2. _____ # of times talked to per week _____

Person 3. _____ # of times talked to per week _____

3. If you had a serious problem, who or where would you go for help?

_____

4. Is/are there any people who you help out from time to time?

1. No _____ (GO TO QUESTION 1, next section)
2. Yes _____ If YES,

a. About how many people would you help in a week? _____(number)

b. Would these people be friends, relatives, street people?

Person 1. _____ Type of help offered _____

Person 2. _____ Type of help offered _____

5. Do you have a group of people you tend to "hang" out with on a regular basis?

1. No _____ (GO TO QUESTION 1, next section)
2. Yes _____ If YES, where do you usually meet these people? (Library, Drop-In, Devonian Gardens, City Hall, etc.)

_____

_____

C. DEMOGRAPHIC INFORMATION

INTERVIEWER'S LEAD-IN: Now, I would like to ask you a few questions about yourself - your education, age, etc.

1. What year were you born? 19____ (year)

2. Where were you born? _____ (city, province, country)

3. What ethnic group would you identify with, if any? _____(only two)

4. What is your marital status?

a) Single, never married _____
b) Married _____
c) Separated _____
d) Common-law _____
e) Divorced _____
f) Widowed _____

5. Do you have any living children?

1. No _____ (GO TO QUESTION 6)
2. Yes _____

If YES, how long ago was it since you saw one of your children? _____ (days, months or years)

6. What is the highest grade of school that you finished? _____

7. Have you had any other training (e.g., certificates, diplomas)?

1. No _____ (GO TO QUESTION 8)
2. Yes _____ If YES, what type of training have you had? _____

_____

8. Have you ever served in the military?

   1. No _____ (GO TO QUESTION 9)
   2. Yes _____

   If **YES**, are you a war veteran?

   1. Yes _____
   2. No _____

9. Have you ever been arrested on any charges during your life?

   1. No _____ (GO TO QUESTION 10)
   2. Yes _____

   If **YES**,

   a) How many charges _____ (number)

   b) Could you please describe these charges?

Nature of Charge	Conviction Yes	Conviction No	Amount of time served (if any)
1. Charge _____	____	____	_____
2. Charge _____	____	____	_____
3. Charge _____	____	____	_____
4. Charge _____	____	____	_____

   c) Did you ever have a lawyer for any of these charges?

   1. Yes _____
   2. No _____

   If **NO**, did you think you needed a lawyer?

   1. Yes _____
   2. No _____

10. Were you raised by your parents? Yes_____ No_____

> If **YES**: a) How long did you live with your parents (e.g., age)? _____
>
> b) Why did you leave home? _____

> If **NO**: Who raised you (e.g., grandparents, aunt/uncle, other relatives, lived in a foster home, etc.)? _____

11. What does/did your father do for a living? _____

12. What does/did your mother do for a living? _____

13. What was the highest level of school that your father finished? _____

14. What was the highest level of school that your mother finished? _____

15. Do you have a paid job at the present time?

    1. Yes _____ (**GO TO** QUESTION 16)
    2. No _____ (**GO TO** QUESTION 17)

16. a) What kind of work do you do? _____

    b) Are you employed: i) Full-time _____
    ii) Part-time _____
    iii) Seasonally _____

17. a) How long has it been since you worked last? _____

    b) Have you been looking for a job? Yes _____ No _____

    If **YES**, 1) How long have you been looking? _____
    2) What kinds of problems are you having in finding a job? _____
    _____
    _____

    If **NO**, 1) What are your reasons for not looking right now? _____
    _____

    c) Are your retired? Yes _____
    No _____ (**GO TO** QUESTION 17 d)

    If **YES**, what year did you retire? 19_____

    d) Have you had work in the last year? Yes _____
    No _____ (**GO TO** QUESTION 18)

    If **YES**, 1) How many times have you had work? _____
    2) What kind of jobs did you have? _____
    _____
    3) How long did these jobs last? _____
    _____
    4) Were these jobs: Part-time _____
    Full-time _____
    Seasonal _____

18. Last year, what were your best earnings per week (e.g., highest amount)? _____

19. Right now, what is your source of income? How much do you get from this source per month?

	Source	
a) Income from work	_____	_____($/mo)
b) War Veterans Allowance	_____	_____($/mo)
c) Social Assistance	_____	_____($/mo)
d) AISH	_____	_____($/mo)
e) OAS	_____	_____($/mo)
f) GIS	_____	_____($/mo)
g) Unemployment Insurance	_____	_____($/mo)
h) Workmen's Compensation	_____	_____($/mo)
i) CPP	_____	_____($/mo)
j) CPP (Disability)	_____	_____($/mo)
k) Bottle Sales	_____	_____($/mo)
l) Panhandling	_____	_____($/mo)

20. On average, how much money do you have to live on a week? _____

21. a) Given your current income, what do you think you could afford to pay for rent per month? _____

    b) Do you think you could find a place for this much? Yes _____ No _____

    c) If you could find a place to stay for _____ (*the amount they say*) outside of this area, would you move? Yes _____ No_____

D. HEALTH

INTERVIEWER'S LEAD-IN: Now, I would like to ask you a few questions about your health and what services you use.

1. Right now, how would you say your health is?

a) Excellent	_____
b) Very Good	_____
c) Good	_____
d) Fair	_____
e) Poor	_____

2. Has your health changed since you did not have a permanent place to live?
   Yes _____ No _____

   If **YES**, has it got: Better _____ OR Worse _____

3. Right now, do you have any sickness which is being treated by a doctor?
   Yes _____ No _____

   If **YES**, what are you being treated for? _____

4. Have you had any accidents or sickness in the last month? Yes _____ No _____

   If **YES**, what kind of accident or sickness did you have? _____

   _____

5. Lately,

	Never	Some of the time	Most of the time
a) Has your appetite been so poor that you did not feel like eating?	_____	_____	_____
b) Have you felt so tired and worn out that you could not enjoy anything?	_____	_____	_____
c) Have you felt depressed?	_____	_____	_____
d) Have you felt unhappy about the way your life is going?	_____	_____	_____
e) Have you felt discouraged and worried about your future?	_____	_____	_____
f) Have you felt lonely?	_____	_____	_____
g) Have you thought of suicide?	_____	_____	_____

6. Have you ever been hospitalized in a mental hospital?

   1. No _____ (**GO TO** QUESTION 7)
   2. Yes _____ If **YES**,

   a) What were you hospitalized for and about how many times?

	What	# of Times
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____

   b) Did this treatment occur:

      1) Before becoming homeless _____
      2) After being homeless _____
      3) Both before and after _____

7. Have you ever been treated for chemical dependency (drugs or alcohol)?

   1. No _____ (**GO TO** QUESTION 9)
   2. Yes _____ If **YES**,

      a) How many times were you treated? _____(times)

b) What kind of dependency were you treated for?
_____ (type of drugs and/or alcohol)

c) Were you treated:
1) Before becoming homeless _____
2) After being homeless _____
3) Both before and after _____

8. a) In the last year, what types of medical or dental services have you used? _____
(Interviewer: Check off number of item in part b)

b) How would you rate the service you received?

	Excellent	Very Good	Good	Fair	Poor
1) hospital-emergency service					
2) hospital-psychiatric service					
3) walk-in medical clinic					
4) medical doctor					
5) psychiatrist					
6) community health nurse					
7) dental services					
8) alcohol & drug treatment services					

9. I'm going to read you a list of the various social agencies in the City which are available to you. Could you please tell me whether you have used them in the last month and how satisfied you were with the services?

ASK ALL RESPONDENTS	# of Times	Very Satisfied	Satisfied	Not Satisfied At all
a) Drop-In Centre				
b) Alpha House				
c) The Salvation Army				
d) Overcomers				
e) Mustard Seed Church				
f) YMCA				
g) AADAC				
h) CUPS				
i) OPECS				
j) City Social Services				
k) Alberta Family and Social Services				
l) General Hospital				
m) Indian Friendship Centre				
n) Immigrant Aid Society				
o) Simon House				
p) Sunrise Residence				
q) Other (specify): _____				

ASK MEN ONLY

r) Single men's hostel _____ _____ _____ _____

ASK WOMEN ONLY

s) Discovery House _____ _____ _____ _____
t) Sheriff King Centre _____ _____ _____ _____
u) Sunshine Centre _____ _____ _____ _____
v) Women's Emergency Shelter _____ _____ _____ _____
w) YWCA _____ _____ _____ _____

ASK YOUTHS 18 AND UNDER ONLY

x) Avenue Fifteen _____ _____ _____ _____
y) Exit Community Church _____ _____ _____ _____
z) Exodus I _____ _____ _____ _____
aa) The Back Door _____ _____ _____ _____
bb) Other Services _____ _____ _____ _____ _____

_____

_____

10. Are there any services that you needed but they were not available to you?

1. No _____ (**GO TO** QUESTION 12)
2. Yes _____ If **YES,**

a. Would you please list these services? 1._____

2._____

3._____

b. Why do you think they are not available?

_____

_____

_____

11. On a day-to-day basis, what are the types of things you need to get by?

_____

_____

12. Please tell me how much you agree or disagree with each statement.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
a. I feel useless at times.	_____	_____	_____	_____
b. I have little control over the things that happen to me.	_____	_____	_____	_____
c. I feel that I have a number of good qualities.	_____	_____	_____	_____
d. At times I think I am no good at all.	_____	_____	_____	_____
e. There is no way I can solve some of the problems I have.	_____	_____	_____	_____
f. I feel that I am a person of worth at least on an equal level with others.	_____	_____	_____	_____
g. I am able to do things as well as most other people.	_____	_____	_____	_____
h. All in all, I am inclined to feel that I am a failure.	_____	_____	_____	_____
i. There is little I can do to change many of the important things in my life.	_____	_____	_____	_____

E. COMMUNITY

INTERVIEWER'S LEAD-IN: At the present time, the City is considering making a number of improvements to this area. Things like new kinds of housing, new businesses and new services. I'd like to ask you some questions about the improvements the City is considering.

1. If the City decides to make these changes (i.e., new housing, business, services, etc.) , would you:

   a) Want to continue living in this area? Yes _____ No _____

   b) Feel comfortable with the new people and business in the area? Yes _____ No _____

   c) Move somewhere else? Yes _____ No _____ **(GO TO QUESTION 2)**

   d) Where would you move to? _____

2. If the City were to move the services already available in the are (i.e., Drop-In, Soup Kitchen, etc.) to another part of the City, would you:

   a) Continue living in this area? Yes _____ No _____

   b) Move to where the services are? Yes _____ No _____

3. If the services were moved, where in the City would you like to see them located?

_____

_____

4. If you had an opportunity to talk to the Mayor about what your life is like right now, and what you need, what would you tell him?

_____

_____

_____

5. What kind of changes would you like to see the City make to the East Village? Would you like to see:

a) New housing/residential development: No _____ Yes _____

If **YES**, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

b) New commercial development: No _____ Yes _____

If **YES**, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

c) New recreational development: No _____ Yes _____

If **YES**, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

d) New development of low-income/low-cost housing: No _____ Yes _____

If **YES**, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

e) Extended development of existing services to:

1) The Seniors: No _____ Yes _____

If **NO**, Why not? _____

If **YES**, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

If YES, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

2. Overall, in terms of the services you provide, would the proposed redevelopment be a hinderance or a help?

a) hinderance
b) help
} ⟶ **GOTO** Question 3

c) will not make a difference _____ ⟶ **GOTO** Question 4

3. Please explain your reasons for why you think the redevelopment of this area will be a hinderance or a help.

_____

_____

_____

Thank you very much for your time and cooperation. *Is there anything else you would like us to know concerning your views of the redevelopment or the homeless in the East Village?*

_____

_____

_____

_____

INTERVIEWER'S ASSESSMENT

1. Respondent's level of comprehension? _____

2. Condition of respondent (i.e., drunk, despondent, lonely, etc.) _____

3. Assessment of respondent's mental health: _____

4. Interviewer's notes about interview and questionnaire: _____

A SURVEY OF THE EAST VILLAGE: SERVICE PROVIDERS
CALGARY, ALBERTA
APRIL 1991

GENERAL INSTRUCTION: This survey is part of a larger study which has been commissioned by the Committee on Social Concerns, The City of Calgary. Your agency or organization is one of about 30 agencies which have been selected for this survey. The following questionnaire is organized into four sections. At the beginning of each section we explain the general purpose of the questions. Most of questions can be answered by PLACING A CHECK-MARK beside the appropriate response or by CIRCLING the answer which best represents your feelings. Do not sign your name on the questionnaire since your answers will be considered confidential. When you have finished, place it in the attached envelope and seal it. Please return the questionnaire to your supervisor/director by the date noted on the envelope. Thank you for your time and cooperation in completing this questionnaire.

SECTION 1: First of all, we would like to obtain some basic information about you and your job. Most of the questions will only require you to check or circle the response which best suits you. Where there are blanks, we would appreciate it if you could fill them out as completely as possible.

1. What is your gender?

   1. Male
   2. Female

2. What is your age? _____ (in years)

3. What is your job title? _____

4. What is your educational background? Please circle the appropriate response and fill-in the blanks where necessary.

   1. Some high school
   2. High school diploma
   3. Post-secondary diploma —→ Describe: _____
   4. Some university —→ # of years: _____
      Type of degree: _____
   5. Graduated university —→ # of years: _____
      Degree(s) attained: _____
   6. Other post-secondary training —→ Please describe (i.e., college, etc.):
      _____
      _____

5. How long have you worked in this agency/organization? _____ (# of years)

6. Do you work? 1. full-time _____ 2. part-time _____ 3. volunteer _____

7. Which of the following categories does your present income, before taxes and from all sources, fall into? Please circle the appropriate number.

Under $10,000	01
$10,000 - 14,999	02
$15,000 - 19,999	03
$20,000 - 24,999	04
$25,000 - 29,999	05
$30,000 - 34,999	06
$35,000 - 39,999	07
$40,000 - 44,999	08
$45,000 - 49,999	09
$50,000 and over	10

8. Do you feel that your salary is appropriate for the work you do?

   1. Yes _____
   2. No _____

   If NO, Why (please specify): _____

   _____

9. What kind of services does your agency provide? _____

   _____

10. Who does your agency/organization serve? _____

11. Could you please describe the type(s) of clients that you are presently working with (i.e., average age, gender, typical services provided, typical problems/difficulties that your clients are experiencing, etc.):

    _____

    _____

    _____

    _____

    _____

    _____

    _____

    _____

    _____

SECTION 2: The following consists of a check-list of the various roles you may play or tasks you may perform as a service provider. Please indicate (by circling the appropriate number) whether you agree or disagree that the item listed is important in the performance of your job.

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1.	Put together a budget proposal.	1	2	3	4	5
2.	Help establish organizations.	1	2	3	4	5
3.	Assess the ability of individuals to cope by themselves and support them in doing so.	1	2	3	4	5
4.	Make referrals to needed resources.	1	2	3	4	5
5.	Use adult learning theory and experimental learning methods when working with individuals or groups.	1	2	3	4	5
6.	Bring about changes in rules, regulations, policies, and practices, to obtain services for persons who would otherwise be exclude.	1	2	3	4	5
7.	Effect behavioral change in a small group.	1	2	3	4	5
8.	Work with community agencies and professionals to mobilize their services on behalf of clients.	1	2	3	4	5
9.	Administer expenditures.	1	2	3	4	5
10.	Assess how a community works by identifying the leaders and control groups.	1	2	3	4	5
11.	Use behavior modification techniques.	1	2	3	4	5
12.	Anticipate future organizational needs.	1	2	3	4	5
13.	Contribute to the development of a community's social policy.	1	2	3	4	5
14.	Write project proposals and grant requests.	1	2	3	4	5
15.	Cooperatively establish goals for change with the client.	1	2	3	4	5
16.	Serve as a link between people and resource system.	1	2	3	4	5
17.	Assume the leadership role in an organization.	1	2	3	4	5
18.	Encourage optimism and confidence in client's own capabilities.	1	2	3	4	5
19.	Organize statistical data into records or tables.	1	2	3	4	5
20.	Use legal processes (civil law, personal and property rights, court action) on behalf of clients.	1	2	3	4	5
21.	Design survey instruments to collect data.	1	2	3	4	5
22.	Engage in fiscal management procedures (requisitioning and purchasing, inventory procedures, and fiscal record keeping).	1	2	3	4	5
23.	Shortcut standard procedures on behalf of individuals in crisis.	1	2	3	4	5
24.	Provide information to clients concerning the eligibility for and availability of services provided by formal social service resources.	1	2	3	4	5
25.	Gather statistical data.	1	2	3	4	5
26.	Provide follow-up after referral and continuing support and service whenever appropriate.	1	2	3	4	5
27.	Work with consumers in planning and developing programs.	1	2	3	4	5

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
28. Mobilize community resources to serve such groups as the aged, the handicapped, and the retarded.	1	2	3	4	5
29. Help clients deal with their stigmas and resistance.	1	2	3	4	5
30. Supervise subordinates.	1	2	3	4	5
31. Perform family counseling.	1	2	3	4	5
32. Analyze statistical data.	1	2	3	4	5
33. Make reasonable predictions concerning the probable results of different intervention approaches.	1	2	3	4	5
34. Bargain and negotiate on behalf of clients.	1	2	3	4	5

SECTION 3: The following questions focus on your work with your clients, in particular those clients who are homeless. By "homeless" we are referring to those people who are without a permanent residence or who have their own place (i.e., apartment, room, etc.) but have not stayed there in the last 30 days.

1. In terms of your caseload during an average month,

   1. Approximately how many active cases do you work with? _____
   2. Approximately how many of these clients are homeless? _____

2. How do you feel about your current workload? Would you say you were very happy, happy, unhappy or very unhappy with your workload at the present time?

   1. Very happy
   2. Happy
   3. Unhappy
   4. Very unhappy
   5. Don't know

3. Given the size of your active caseload, do you find that it is . . .

   1. Too high
   2. Moderately high
   3. About right/Appropriate
   4. Moderately low
   5. Too low
   6. Don't know

4. In terms of managing your caseloads, roughly how much time do you spend on the following activities?

	Amt. of Time
1. Direct contact with clients in person	_____
2. Administrative duties	_____
3. Direct contact with other agency staff (meetings, supervision, conferences)	_____
4. Collaborative work with other community agencies (referrals, case planning)	_____
5. Peer support/group activities	_____
6. Other activities (please specify) _____	

5. The following list consists of a number of characteristics that your clients may have or display. First, we would like you to estimate (in the column 1) the number of clients you are currently working with who have or exhibit these characteristics. In the second column, we would like you to estimate the number of clients with these characteristics who are homeless, transient, or otherwise have no permanent place of residence.

	# of Clients	# of Homeless Clients
1. Inappropriately angry or violent	_____	_____
2. Confused, disoriented, or otherwise out of touch with reality	_____	_____
3. Symptoms of serious mental disorders	_____	_____
4. Severely anxious	_____	_____
5. Domestic violence	_____	_____
6. Severely depressed	_____	_____
7. Drug or alcohol emergency	_____	_____
8. Child abuse	_____	_____
9. Paranoid behavior	_____	_____
10. Threatening suicide	_____	_____
11. Threatening or attempting to harm others	_____	_____
12. Suicide attempts	_____	_____

6. The following list consists of a number of activities you may perform in working with your clients. We would like you to indicate how often you would perform each activity over the course of an average month, **for your homeless clients only**. Please circle the appropriate response.

	Not at All	Rarely	Occasionally	Sometimes	Fairly Often	Very Often
1. Be sensitive and helpful to clients	0	1	2	3	4	5
2. Listen empathetically	0	1	2	3	4	5
3. Provide information	0	1	2	3	4	5
4. Set limits with clients	0	1	2	3	4	5
5. Provide supportive counseling	0	1	2	3	4	5
6. Assess human behavior	0	1	2	3	4	5
7. Provide advice	0	1	2	3	4	5
8. Provide food	0	1	2	3	4	5
9. Conduct client-centered interviews	0	1	2	3	4	5
10. Advocate for client outside agency	0	1	2	3	4	5
11. Provide short-term housing	0	1	2	3	4	5
12. Perform clerical functions	0	1	2	3	4	5
13. Refer for housing assistance	0	1	2	3	4	5
14. Assess health needs	0	1	2	3	4	5
15. Provide insight-oriented counseling	0	1	2	3	4	5
16. Provide clothing	0	1	2	3	4	5
17. Advocate for client within agency	0	1	2	3	4	5
18. Refer for medical care	0	1	2	3	4	5
19. Refer for psychiatric care	0	1	2	3	4	5
20. Refer for transportation	0	1	2	3	4	5
21. Search for short-term housing	0	1	2	3	4	5
22. Refer for employee assistance	0	1	2	3	4	5
23. Refer for legal matters	0	1	2	3	4	5
24. Provide transitional emotional support for clients who have found long-term housing	0	1	2	3	4	5
25. Search for long-term housing	0	1	2	3	4	5
26. Search for employment	0	1	2	3	4	5
27. Provide follow-up case management after person is housed	0	1	2	3	4	5
28. Reach out to homeless persons who are not receiving services	0	1	2	3	4	5
29. Provide financial assistance	0	1	2	3	4	5

	No at All	Rarely	Occasionally	Sometimes	Fairly Often	Very Often
30. Refer for day care	0	1	2	3	4	5
31. Provide money management/budget counseling	0	1	2	3	4	5
32. Refer for family planning	0	1	2	3	4	5
33. Plan for child care	0	1	2	3	4	5
34. Teach hygiene skills	0	1	2	3	4	5
35. Teach home management	0	1	2	3	4	5
36. Provide family-planning counseling	0	1	2	3	4	5

37. Other (specify) _____

_____

_____

7. How successful do you feel in terms of your interventions with your homeless clients? Do you feel . . .

1. Very successful
2. Moderately successful
3. Unsuccessful
4. Very unsuccessful
5. Don't know

8. In terms of your work with the homeless, do you . . .

1. Feel a sense of personal accomplishment
   Yes _____ No _____

2. Feel you have influenced your clients lives . . .

   a. in a positive way _____
   b. in a negative way _____
   c. not at all _____

3. Think that the general public is aware of your work with homeless? Yes _____ No _____

   If YES, Do you think the public values your work with the homeless? Yes _____ No _____

9. Thinking about the problem of homelessness in Calgary, do you think that the current resources services available to the homeless are adequate?

1. Yes _____
2. No _____

If NO, a) Why not? _____

_____

_____

b) What resources or services do you think should be provided but are not available? _____

_____

_____

10. In your mind, what do you think is the single most important factor or central issue in terms of adequately caring for and servicing the homeless? _____

_____

_____

_____

11. In general, how best can we help the homeless? _____

_____

_____

_____

12. Your agency/organization has been selected for this survey because it provides services to the residents of the East Village Community (i.e., from 3rd Street S.E. to the Elbow River). In general, what do you think should be done about the homeless who tend to "hang-out" on the streets in this area?

_____

_____

_____

13. Do you think that the homeless or transient people who tend to congregate in the East Village, disturb or create problems for the other residents of the community?

1. No _____
2. Yes _____

If YES, What kind of problems or difficulties do they create? _____

_____

_____

14. Given your knowledge of the needs of the homeless in the East Village, is there any other information or things that you think we should be aware of? (please specify) _____

_____

_____

_____

_____

_____

_____

_____

_____

SECTION 4: The following consists of a series of standardized questions which are designed to measure your general level of satisfaction with your job. For each of the following items please CIRCLE the number which best represent your response.

1. Is there any group of people at your work place that you think of as your co-workers — people whom you see just about every day and with whom you have to work closely in order to do your job well?

   1. Yes _____ (**GOTO** QUESTION 2)
   2. No _____ (**GOTO** QUESTION 3)

2. Now thinking about these co-workers, how true is it generally that they . . .

	Very True	Somewhat True	A little True	Not at all True
1. Are warm and friendly when you are troubled about something?	1	2	3	4
2. Listen attentively to you when you need to talk about something?	1	2	3	4
3. Show approval when you do something well?	1	2	3	4
4. Show understanding when you are upset or irritable?	1	2	3	4

3. In the past month, how often were you able to talk with a co-worker(s) when you were troubled about something?

VERY OFTEN	FAIRLY OFTEN	SOMETIMES	RARELY	NEVER
1	2	3	4	5

4. Here are some things that people say or think about their jobs. How strongly do you agree or disagree that: (circle the most appropriate response)

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. The most important thing about my job is that it provides me with the things I need in my life.	1	2	3	4
2. I can put up with a lot of things on my job as long as the pay is good.	1	2	3	4
3. Time solves most problems on my job.	1	2	3	4
4. I have to accept my job as it is because there is nothing I can do to change it.	1	2	3	4
5. As soon as I leave work I put it out of my mind.	1	2	3	4
6. I don't really expect to get much pleasure out of work.	1	2	3	4
7. I have little control over the things that happen to me on the job.	1	2	3	4
8. There is really no way I can solve some of the problems I have on my job.	1	2	3	4
9. There is little I can do to change any of the important things in my job.	1	2	3	4
10. Sometimes I feel I am being pushed around in my job.	1	2	3	4
12. I often feel helpless in dealing with the problems in the job.	1	2	3	4
13. On my job, I can do just about anything I really set my mind to do.	1	2	3	4

5. Here are some items which deal with different aspects of your work situation. Please indicate how often these aspects appear in you job. (Circle one number per statement)

	Very Often	Fairly Often	Some-times	Occasion-ally	Rarely
1. How often are you clear on what you job responsibilities are?	1	2	3	4	5
2. How often does your job require you to work very fast?	1	2	3	4	5
3. How often can you predict what others will expect of you on the job?	1	2	3	4	5
4. How often does your job require you to work very hard?	1	2	3	4	5
5. How much of the time are your work objectives well defined?	1	2	3	4	5
6. How often does your work leave you with little time to get things done?	1	2	3	4	5
7. How often are you clear about what others expect of you on the job?	1	2	3	4	5
8. How often is there a great deal to be done?	1	2	3	4	5
9. How often do you feel professional values conflict with what you have to do on the job?	1	2	3	4	5

6. Now here are some statements that describe the work situation. Please indicate how true you feel each statement is of your job. (Circle one number per statement)

	Very True	Somewhat True	A little True	Not at all True
1. I am given a lot of chances to make friends.	1	2	3	4
2. The chances for promotion are good.	1	2	3	4
3. I have the opportunity to develop my own special abilities.	1	2	3	4
4. Travel to and from work is convenient.	1	2	3	4
5. I never seem to have enough time to get everything done on my job.	1	2	3	4
6. I am not asked to do excessive amounts of work.	1	2	3	4
7. The work is interesting.	1	2	3	4
8. The pay is good.	1	2	3	4
9. I have the freedom to decide what I do on my job.	1	2	3	4
10. I am given a chance to do the things I do best.	1	2	3	4
11. The job security is good.	1	2	3	4
12. The problems I am expected to solve are hard enough.	1	2	3	4
13. On my job, I can't satisfy everybody at the same time.	1	2	3	4
14. My fringe benefits are good.	1	2	3	4
15. The physical surroundings are pleasant.	1	2	3	4
16. I can see the results of my work.	1	2	3	4
17. I can forget about my personal problems.	1	2	3	4
18. I have enough time to get the job done.	1	2	3	4
19. I am free from the conflicting demands that others make of me.	1	2	3	4
20. The hours are good.	1	2	3	4
21. Promotions are handled fairly.	1	2	3	4
22. The people I work with take a personal interest in me.	1	2	3	4
23. I have too much work to do everything well.	1	2	3	4

	Very True	Somewhat True	A little True	Not at all True
24. My employer is concerned about giving everybody a chance to get ahead.	1	2	3	4
25. To satisfy some people on my job, I have to upset others.	1	2	3	4
26. The people I work with are friendly.	1	2	3	4
27. I have a lot to say about what happens on my job.	1	2	3	4
28. I decide the speed with which I work.	1	2	3	4
29. It is basically my own responsibility to decide how my job gets done.	1	2	3	4
30. I decide who I work with on the job.	1	2	3	4

7. Now think about your work this past year, how would you rate?

	Poor				Excellent
1. Your knowledge of the subject matter in your area of practice?	1	2	3	4	5
2. Your mastery of the practice method(s) relevant to your job?	1	2	3	4	5
3. The effectiveness of your professional practice?	1	2	3	4	5
4. The fulfilment of your professional practice?	1	2	3	4	5
5. The usefulness of your formal academic/educational preparation for practice?	1	2	3	4	5

8. Would you say that your work life is better, the same or worse than:

	Better	Same	Worse
1. It was a year ago.	1	2	3
2. It will be a year or so from now.	1	2	3
3. The jobs of most other people you know.	1	2	3

9. Is there one particular person you think of as your supervisor (someone directly over you)?

1. Yes _____ (**GOTO** QUESTION 10)
2. No _____ (**GOTO** QUESTION 12)

10. How true is it that this supervisor . . . (Circle one number per statement)

	Very True	Somewhat True	A little True	Not at all True
1. Is warn and friendly when you are troubled about something?	1	2	3	4
2. Listens attentively to you when you need to talk about something?	1	2	3	4
3. Shows approval when you do something well?	1	2	3	4
4. Show understanding when you are upset or irritable?	1	2	3	4

11. In the past month, how often were you able to talk with your supervisor when you were troubled about something?

VERY OFTEN	FAIRLY OFTEN	SOMETIMES	RARELY	NEVER
1	2	3	4	5

12. When you have difficulties in your work situation, how often do you?

	Never	Once a while	Fairly Often	Very Often
1. Tell yourself that they are unimportant.	1	2	3	4
2. Take some action to get rid of them.	1	2	3	4
3. Talk to others to find a solution.	1	2	3	4
4. Notice people who have more difficulties than you.	1	2	3	4
5. Try to pay attention only to your duties and overlook them.	1	2	3	4
6. Remind yourself that for everything bad there is also something good.	1	2	3	4
7. Wait for difficulties to work themselves out.	1	2	3	4

13. The following items deal with the use of your skills and abilities. Circle the number of the scale that comes closest to your judgement.

	Hardly Every				Very Often
1. How often does your job let you use the skills and knowledge you learned in school?	1	2	3	4	5
2. How often can you use skills from your previous experience and training?	1	2	3	4	5
3. How often are you given a chance to do the things you do best?	1	2	3	4	5

14. All in all, how satisfied would you say you are with your job?

VERY SATISFIED	SOMEWHAT SATISFIED	NOT TOO SATISFIED	NOT AT ALL SATISFIED
1	2	3	4

15. Taking everything into consideration, how likely is it that you will make a genuine effort to find a new job with another employer within the next year?

VERY LIKELY	SOMEWHAT LIKELY	NOT AT ALL LIKELY
1	2	3

16. Why is that? _____

_____

_____

17. Here are some statements of job-related feelings in direct work with clients. Please read each statement carefully and decide how strongly you agree or disagree with each statement. Place a circle around the number on the scale that comes closest to your feelings.

	Strongly Disagree						Strongly Agree
1. I can easily understand how my clients feel about things.	1	2	3	4	5	6	7
2. I feel I treat some of my clients as if they were "impersonal" objects.	1	2	3	4	5	6	7
3. I deal very effectively with the problems of my clients.	1	2	3	4	5	6	7
4. I have become more callous toward people since I took this job.	1	2	3	4	5	6	7
5. I feel I am positively influencing people's lives through my work.	1	2	3	4	5	6	7
6. I don't really care what happens to some of my clients.	1	2	3	4	5	6	7
7. I feel that this job is hardening me emotionally.	1	2	3	4	5	6	7
8. I feel very energetic.	1	2	3	4	5	6	7
9. I can easily create a relaxed atmosphere with my clients.	1	2	3	4	5	6	7
10. I feel exhilarated after working closely with my clients.	1	2	3	4	5	6	7
11. Many clients cannot be helped no matter what I do.	1	2	3	4	5	6	7
12. I feel clients blame me for some of their problems.	1	2	3	4	5	6	7
13. I have accomplished many worthwhile things in this job.	1	2	3	4	5	6	7
14. In my job, I deal with emotional problems very calmly.	1	2	3	4	5	6	7
15. I feel "burn-out" from my work.	1	2	3	4	5	6	7
16. I find that my personal values and those of my clients differ greatly.	1	2	3	4	5	6	7
17. I find it difficult to get useful feedback from my clients.	1	2	3	4	5	6	7

18. Thinking about the clients you served last year, how successful would you say you were in your professional work? Circle the number that comes closest to your feelings.

VERY SUCCESSFUL						VERY UNSUCCESSFUL
1	2	3	4	5	6	7

19. Now here are some questions about how people feel about themselves and their job. When you think about yourself and your job these days, how much of the time do you feel this way? (Circle one number per statement)

	Never or little of the Time	Some of the Time	A good part of the Time	Most of the Time
1. Feel nervous?	1	2	3	4
2. Feel irritated?	1	2	3	4
3. Feel jittery?	1	2	3	4
4. Feel calm?	1	2	3	4
5. Feel unhappy?	1	2	3	4
6. Feel good?	1	2	3	4
7. Feel angry?	1	2	3	4
8. Feel depressed?	1	2	3	4
9. Feel fidgety?	1	2	3	4

	Never or little of the Time	Some of the Time	A good part of the Time	Most of the Time
10. Feel blue?	1	2	3	4
11. Feel cheerful?	1	2	3	4
12. Feel sad?	1	2	3	4

20. How many days of work did you miss last month because of not feeling well (include mental health days)?

1 NONE
2 ONE
3 TWO
4 THREE
5 FOUR
6 FIVE OR MORE

21. Here is a list of physical conditions. Please check how often each has happened to you in the last year. (Circle one number per statement)

	Often	Sometimes	Rarely	Never
1. Trouble breathing or shortness of breath?	1	2	3	4
2. Pains in back or spine?	1	2	3	4
3. Becoming very tired in a short time?	1	2	3	4
4. Having trouble getting to sleep?	1	2	3	4
5. Finding it difficult to get up in the morning?	1	2	3	4
6. Find your heart pounding or racing?	1	2	3	4
7. Hands sweating so that they feel damp and clammy?	1	2	3	4
8. Poor appetite?	1	2	3	4
9. Spells or dizziness?	1	2	3	4
10. Having trouble staying asleep?	1	2	3	4
11. Having an upset stomach?	1	2	3	4
12. Having headaches?	1	2	3	4

22. Here is a list of things that many people look for or want out of life. Please study the list carefully and indicate which one of them is the most important and which one of them is the least important to you.

Most Important _____ (Number)

Least Important _____ (Number)

1. True Friendship (close companionship)
2. Wisdom (a mature understanding of life)
3. Self-respect (self-esteem)
4. Comfortable Life (a prosperous life)

23. Overall, how satisfied are you with your life these days? Circle the number on the scale that comes closest to your feelings.

NOT AT ALL SATISFIED — COMPLETELY SATISFIED

1 2 3 4 5 6 7

Finally, I would like to ask you a few questions about the City's proposal to redevelop the East Village.

1. What kinds of changes would you like to see the City make to the East Village? Would you like to see:
   a) New housing/residential development: No _____ Yes _____

      If YES, 1. What kind would you like to see? _____

      _____

      _____

      2. Within the East Village, where would you like to see it located?

      _____

      _____

   b) New commercial development: No _____ Yes _____

      If YES, 1. What kind would you like to see? _____

      _____

      _____

      2. Within the East Village, where would you like to see it located?

      _____

      _____

   c) New community development: No _____ Yes _____

      If YES, 1. What kind would you like to see? _____

      _____

      _____

      2. Within the East Village, where would you like to see it located?

      _____

      _____

d) New recreational development: No _____ Yes _____

If YES, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

e) New development of low-income/low-cost housing: No _____ Yes _____

If YES, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

f) Extended development of existing services to:

1) The Seniors: No _____ Yes _____

If NO, Why not? _____

If YES, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

2) The Homeless: No _____ Yes _____

If NO, Why not? _____

2) The Homeless: No _____ Yes _____

If **NO**, Why not? _____

If **YES**, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

6. Thinking about your life right now, would you say you are:

a) Very dissatisfied
b) Dissatisfied
c) Somewhat satisfied
d) Very satisfied

INTERVIEWER: THANK THE RESPONDENT FOR HIS/HER ASSISTANCE. RECORD TIME.

That concludes the interview. I have enjoyed talking with you and would like to thank you for participating in this study. Without your cooperation and assistance, the study would not be possible.

SENIORS' QUESTIONNAIRE

Calgary, Alberta
June 1991

Date: _____

Time of interview: _____

Location: _____ Apt. # _____

Number of calls to obtain interview: 1 2 3 4 5

Sex of respondent: 1. Male _____
2. Female _____

Refusal: _____ (reason only if given)

Number of visits to complete interview: 1 2

Length of Interview: _____ (in minutes)

Name of Interviewer: _____

INTRODUCTION: Hello, my name is ___interviewer's name___. I am doing a study for the City of Calgary about how you feel about living in East Village. You are one of about 200 people that we will be talking with about this community. Your name was selected by chance from a list of people living in this building. I assure you that everything you say is confidential and your name will not be used anywhere. Any results of this study will be reported for many people and not you individually. We are only interested in the general patterns of people's behaviour.

I am going to talk to you about your housing, your background, your friends and family and your health and how you feel about living here. I am interested to know what changes you think should be made in East Village in order to make it a better place to live. Some of the questions may not to apply to you or you would rather not answer them, so please do not feel obligated to do so. The interview should take about an hour of your time. We really appreciate your help.

A. HOUSING

The City of Calgary is interested in your current living arrangements. I, therefore, have a number of questions to ask you about your housing. Please remember that no one will have access to this information about you individually.

1. Where did you live before you first moved into this community?

   _____ (previous neighbourhood if Calgary; city and province or country if otherwise).

2. How would you describe your home before moving to *name of building*:

   1. Single detached house
   2. Duplex or fourplex, etc.
   3. Condominium
   4. Townhouse
   5. Apartment
   6. Commercial premises (e.g., own store, restaurant, with living facilities)
   7. Other _____

3. When did you first move into this building? 19 ___ (year).

4. What were your reasons for moving here?

   _____

   _____

5. a. How many persons, besides yourself, permanently live in this apartment?

      Number _____.

      IF LIVING ALONE GO TO QUESTION 7.

   b. Could you please tell me the age, sex and your relationship to the other people living in your home?

	Age	Male	Female	Relationship
1st person	___	___	_____	_____
2nd person	___	___	_____	_____

6. a. Do you worry about living alone? No _____ Yes _____.

   b. Could you tell me why you worry/not worry about living alone?

   _____

   _____

7. Do you have a telephone? Yes _____ No _____.

8. How many bedrooms does your home have? _____ (Number).

9. How satisfied are you with the size of your home? Do you find it:

   1. Much too big
   2. A little too big
   3. Just right
   4. A little too small
   5. Much too small

10. Overall, would you say the physical condition of your place is:

    1. Excellent
    2. Good
    3. Average
    4. Poor
    5. Very poor

> *INTERVIEWER NOTE: Repeat categories for the first five items to make sure the respondent distinguishes very satisfied, satisfied, etc.*

11. How satisfied are you with the following aspects of your place? Are you very satisfied, somewhat satisfied, neutral, somewhat dissatisfied, very dissatisfied?

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	N/A
1) The balcony/patio	1	2	3	4	5	9
2) The size of your rooms	1	2	3	4	5	9
3) The arrangement of your rooms	1	2	3	4	5	9
4) Daylight in your rooms	1	2	3	4	5	9
5) The heating of your rooms	1	2	3	4	5	9
6) Ease of maintenance your rooms	1	2	3	4	5	9
7) Noise level	1	2	3	4	5	9
8) Sense of privacy	1	2	3	4	5	9
9) General storage space	1	2	3	4	5	9
10) Elevators and/or stairs	1	2	3	4	5	9
11) Garbage facilities	1	2	3	4	5	9
12) Laundry facilities	1	2	3	4	5	9
13) Parking	1	2	3	4	5	9
14) Security System	1	2	3	4	5	9
15) Condition of the sidewalks	1	2	3	4	5	9
16) Maintenance of grounds	1	2	3	4	5	9
17) Overall management of the building	1	2	3	4	5	9
18) Lighting of building	1	2	3	4	5	9
19) Floor level (1st, 2nd, 3rd, 4th floor, etc.)	1	2	3	4	5	9
20) Other (anything respondent would like to comment on)						

_____

_____

12. Do you have friends:

	Yes	No	N/A
1. Next door	1	2	9
2. On this floor	1	2	9
3. Upstairs or downstairs in this building	1	2	9
4. In East Village	1	2	9
5. Outside of East Village	1	2	9

13. Do you watch out for, or check periodically on one or more of your neighbours in this building?

    1. Yes _____
    2. No _____

14. Does one or more of your neighbours in the building check on you periodically?

    1. Yes _____
    2. No _____

15. a. If you could, would you change any aspect of your home (unit, apartment)?

    1. No _____ (GO TO QUESTION 16)
    2. Yes _____

    b. If **YES**, ask:

    What would you change? (Record up to 3 items)

    1. _____

    2. _____

    3. _____

    Why: (ask for each response)

    1. _____

    2. _____

    3. _____

16. a. Thinking about (*name of building*) is there anything about the building that you would like to see changed?

    1. No _____ (GO TO QUESTION 17)
    2. Yes _____

    b. If **YES**, ask:

    What would you change? (Record up to 3 items, e.g., visitor parking, hallways, mail boxes).

    1. _____

    2. _____

    3. _____

Why would you make these changes? (Ask for each response)

1. _____

2. _____

3. _____

17. a. If you were permitted, would you keep a pet?

1. No _____ (GO TO QUESTION 18)
2. Yes _____ (GO TO Part b)

b. If **YES**, what kind of pet would you have? _____.

18. a. Do you participate in any of the social functions or activities in the building?

1. No _____ (GO TO QUESTION 19)
2. Yes _____

b. If **YES**, what functions or activities do you usually participate in? (e.g., parties, barbecues)

_____

_____

19. In general, how satisfied are you with the amount of rent you pay for this dwelling?

1. Very satisfied
2. Somewhat satisfied
3. Neutral
4. Somewhat dissatisfied
5. Very dissatisfied

20. Overall would you say that you find living here:

1. Very comfortable
2. Somewhat comfortable
3. Somewhat uncomfortable
5. Very uncomfortable

21. Comparing your present home with the one you had before moving here, would you say your present home is:

1. Better
2. The same
3. Worse

22. a. Right now, are you planning to move elsewhere? No _____ Yes _____

b. Reasons for response _____

_____

23. What type of transportation do you usually use?

	Average # of times per week
1. Own car	_____
2. Public transport (bus/LRT)	_____
3. Taxi	_____
4. Friend/family drive you	_____
5. Other	_____

B. COMMUNITY

Now I would like to ask you some questions about your opinion of your community and what it is like to live here in the East Village.

1. How satisfied are you **NOW** with the following aspects of your community? Are you very satisfied, somewhat satisfied, neutral, somewhat dissatisfied, very dissatisfied with:

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	N/A
1. The noise level	1	2	3	4	5	9
2. The public transportation system	1	2	3	4	5	9
3. The parks and open spaces	1	2	3	4	5	9
4. The level of traffic	1	2	3	4	5	9
5. The condition of public sidewalks in winter	1	2	3	4	5	9
6. The protection from crime	1	2	3	4	5	9
7. The physical appearance of the community	1	2	3	4	5	9
8. The level of friendliness of other residents in the community	1	2	3	4	5	9
9. The number of stores available to you	1	2	3	4	5	9
10. The types of stores available to you	1	2	3	4	5	9
11. The recreational activities available to you	1	2	3	4	5	9
12. Public lighting at night	1	2	3	4	5	9

2. How would you rate your community in terms of closeness to necessary activities? Are you very satisfied, somewhat satisfied, neutral, somewhat dissatisfied, very dissatisfied with how:

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	N/A
1. Close you are to shopping	1	2	3	4	5	9
2. Close you are to work	1	2	3	4	5	9
3. Close you are to downtown	1	2	3	4	5	9
4. Close you are to doctor	1	2	3	4	5	9
5. Close you are to hospital	1	2	3	4	5	9
6. Close you are to the pharmacy	1	2	3	4	5	9
7. Close you are to social services	1	2	3	4	5	9
8. Close you are to the bank	1	2	3	4	5	9
9. Close you are to church	1	2	3	4	5	9
10. Close you are to friends	1	2	3	4	5	9
11. Close you are to family	1	2	3	4	5	9
12. Close you are to your usual recreational activities	1	2	3	4	5	9
13. Close you are to restaurants	1	2	3	4	5	9
14. Close you are to the corner store	1	2	3	4	5	9

3. Are there any stores that you wish were in your community that presently are not available? (e.g., grocery store).

1. No _____ (GO TO QUESTION 4)
2. Yes _____

If **YES**, What stores?

1. _____
2. _____
3. _____

4. Are there any businesses or services that you wish were in your community that presently are not available? (e.g., hair dresser/barber; dry cleaner, coffee shop).

1. No _____ (GO TO QUESTION 5)
2. Yes _____

If **YES**, What business?

1. _____
2. _____
3. _____

5. Are there any medical services that you wish were in your community that presently are not available? (e.g., medical clinic)

1. No _____ (GO TO QUESTION 6)
2. Yes _____

If YES, What medical services?

1. _____
2. _____
3. _____

6. Are there any recreational services that you wish were in your community that presently are not available? (e.g., bingo, movies)

1. No _____ (GO TO QUESTION 7)
2. Yes _____

If YES, What recreational activities?

1. _____
2. _____
3. _____

7. Are there any social services that you wish were in your community that presently are not available? (e.g., professional counsellors, home help).

1. No _____ (GO TO QUESTION 8)
2. Yes _____

If YES, What social services?

1. _____
2. _____
3. _____

8. a. In the last month, how many times did you go to public places such as stores, shopping, the bank, the pub, the doctor, etc.?

Number of times _____

b. As I read the following list of activities would you please tell me how many times you went in the last month and if the activity was in East Village?

		# of Times	In East Village	
			Yes	No
1.	Go to senior centre or clubs?	_____	1	2
2.	Attend clubs or organizations (e.g., legion)	_____	1	2
3.	Go grocery shopping	_____	1	2
4.	Go shopping, other than for groceries	_____	1	2
5.	Go to the bank	_____	1	2
6.	Go to the doctor	_____	1	2
7.	Go to the pharmacy	_____	1	2
8.	Go to recreational activities (e.g., bingo, movies)	_____	1	2
9.	Go for a walk	_____	1	2
10.	Visit friends	_____	1	2
11.	Visit family	_____	1	2
12.	Volunteer work	_____	1	2
13.	Other	_____	1	2

need [c. About how many hours per week do you spend watching television? _____ (# of hours)

9. What social services have you had contact within the last month that are NOT delivered to your home. That is, you went to this agency or you telephoned them.

	# of Times
1. Alberta Social Services	_____
2. Calgary City Social Services	_____
3. Department of Veterans Affairs	_____
4. OPECS	_____
5. Federal Income Security Programs	_____
6. Private social agencies (Immigrant Aid)	_____
7. Other	_____
8. None	_____
	_____

10. What social services currently come to your home?

1. Homecare services
2. Meals on wheels
3. Community health nurse
4. Outreach workers from the city (OPECS)
5. Friendly visitor
6. Religious visitors
7. Library services
8. Service from DVA
9. Other (specify) _____
10. None _____

11. Do you participate in any activities specific to East Village? (e.g., go to the multicultural centre, the senior centre, the pubs/bars, community association).

1. No _____ (GO TO QUESTION 12)
2. Yes _____
   a. What activities?
   b. Where are these activities held?

a. Activity	b. Location
_____	_____
_____	_____
_____	_____

12. Do you feel safe walking in the East Village (this area):

a. During the day? Yes _____
No _____ Why not? _____

b. At night? Yes _____
No _____ Why not? _____

13. How much would you say you had in common with the other people who live in East Village?

    1. A great deal in common
    2. Some things in common
    3. Not much in common
    4. Nothing in common

14. How involved in the East Village community would you say you are?

    1. Very involved
    2. Somewhat involved
    3. Not involved
    4. Don't know / no answer

15. a. How satisfied are you with the mixture of people who live in the East Village community? Would you say you were:

       1. Very satisfied
       2. Somewhat satisfied
       3. Neutral
       4. Somewhat dissatisfied
       5. Very dissatisfied

    b. Could you please explain why you are respondent's answer.

    _____

    _____

16. If you could, would you change any aspects of the East Village community?

    1. No _____ (GO TO QUESTION 17)
    2. Yes _____

    If YES, what would you change? (Record first three items mentioned).

    1. _____

    2. _____

    3. _____

17. In general, how satisfied are you with living in the East Village community?

    1. Very satisfied
    2. Somewhat satisfied
    3. Neutral
    4. Somewhat dissatisfied
    5. Very dissatisfied

18. I would now like to ask you a few questions about the City's proposal to redevelop the East Village. What kind of changes would you like to see the City make to East Village? Would you like to see:

1. New housing/residential development: No _____ Yes _____

If YES, a. What kind would you like to see? _____

_____

_____

b. Within the East Village, where would you like to see it located?

_____

_____

2. New commercial development: No _____ Yes _____

If YES, a. What kind would you like to see? _____

_____

_____

b. Within the East Village, where would you like to see it located?

_____

_____

3. New recreational development: No _____ Yes _____

If YES, a. What kind would you like to see? _____

_____

_____

b. Within the East Village, where would you like to see it located?

_____

_____

4. New development of low-income/low-cost housing: No _____ Yes _____

   If **YES**, a. What kind would you like to see? _____

   _____

   _____

   b. Within the East Village, where would you like to see it located?

   _____

   _____

5. Extended development of existing services to:

   1) The Seniors: No _____ Yes _____

   If **NO**, Why not? _____

   If **YES**, a. What kind would you like to see? _____

   _____

   _____

   b. Within the East Village, where would you like to see it located?

   _____

   _____

   2) The Homeless: No _____ Yes _____

   If **NO**, Why not? _____

   If **YES**, a. What kind would you like to see? _____

   _____

   _____

   b. Within the East Village, where would you like to see it located?

   _____

   _____

C. HOMELESS

I would now like to ask you a few questions about the homeless or transient people living in the East Village community:

1. Would you please tell me how you go about identifying the homeless? That is, when you see a person on the street, what is it about them that leads you to think that they are homeless or transient. (Please describe in detail)

   _____

   _____

   _____

2. How often do you **SEE** a homeless person?

   1. Never see one (**GO TO** QUESTION 7)
   2. Once a week
   3. 2-3 times a week
   4. 4-5 times a week
   5. Every day
   6. Don't know / no applicable (**GO TO** QUESTION 8)

3. Approximately **HOW MANY** homeless people do you see in this area in a given week?

   Number _____.

4. How often do you actually come in **CONTACT** with homeless persons in this area? (e.g., talk with, give money to).

   1. Never in contact (**GO TO** QUESTION 6)
   2. Once a week
   3. 2-3 times a week
   4. 4-5 times a week
   5. Every day
   6. Don't know / not applicable (**GO TO** QUESTION 6)

5. Approximately **HOW MANY** homeless persons do you have contact with in a given week?

   Number _____.

6. a. Thinking about the kinds of experiences you have had with the homeless, would say that your experiences have been:

      1. Primarily positive
      2. Primarily negative
      3. Both negative and positive

b. Would you please describe to me some examples (up to three) of your positive/negative experiences with the homeless:

Positive 1. _____

2. _____

3. _____

Negative 1. _____

2. _____

3. _____

7. What kind of feelings do you experience when you see or come in contact with the homeless? (e.g., sadness, pity, revulsion, disgust, etc.).

Feelings 1. _____ (Record in order of presentation).

2. _____

3. _____

4. _____

8. What are your sources of information about the homeless? (e.g., radio, TV, personal experience).

_____

_____

_____

9. In the last year, do you think that the homeless problem has become worse, better, or stayed the same?

1. Better
2. Worse
3. Stayed the same

10. Has the presence of the homeless influenced how you go about your activities in the community?

1. No _____ (GO TO QUESTION 11)
2. Yes _____ How have the homeless influenced your activities?

_____

_____

11. Have you ever given money to or bought a meal for a homeless person?

    1. Yes _____
    2. No _____

12. What would you say your attitude was towards homeless people on a scale from very unsympathetic to very sympathetic?

    1. Very sympathetic
    2. Sympathetic
    3. Neutral
    4. Unsympathetic
    5. Very unsympathetic

13. Now I would like you to tell me how you would feel about having shelters for the homeless in East Village. Are you very favourable, favourable, neutral, unfavourable, very unfavourable toward a:

	Favourable				Unfavourable
1. Shelter for 20 or more homeless people	1	2	3	4	5
2. A shelter for up to 10 homeless people	1	2	3	4	5

14. In your opinion, what do you think could or should be done to address the needs of the homeless living in East Village at the present time?

    _____

    _____

15. In your opinion, who do you think should be responsible for helping homeless people address their needs? (e.g., the community, business, municipal, provincial, federal governments).

    _____

    _____

D. HEALTH STATUS

I am now going to ask you a few questions about your health.

1. How would you describe your state of health? Would you say that in general your health is:

    1. Excellent
    2. Good
    3. Fair, or
    4. Poor

2. Compared to other people your age, would you say your health is:

    1. Better
    2. About the same
    3. Worse

3. Now I have a list of health problems people often have. I'll read them and you tell me if you have had any of them within the last year and if you are being treated for the problem.

	Problem		Treatment	
	No	Yes	No	Yes
1. Circulation problems such as high blood pressure	0	1	2	3
2. Heart problems such as angina, heart attacks	0	1	2	3
3. Foot problems such as bunions	0	1	2	3
4. Joint problems such as arthritis	0	1	2	3
5. Bone problems such as back problems or osteoporosis	0	1	2	3
6. Breathing problems such as asthma, emphysema, chronic bronchitis	0	1	2	3
7. Stomach or digestive problems such as ulcers	0	1	2	3
8. Bladder problems such as kidney disease	0	1	2	3
9. Hearing loss	0	1	2	3
10. Vision problems such as glaucoma or cataracts	0	1	2	3
11. Dental problems	0	1	2	3
12. Neurological problems such as Parkinson's disease, multiple sclerosis	0	1	2	3
13. Cancer	0	1	2	3
14. Diabetes	0	1	2	3
15. Emotional problems such as depression	0	1	2	3
16. Skin problems	0	1	2	3
17. Other (specify _____)	0	1	2	3

4. Thinking of either a health problem or a long-term disability, are you limited in the kind of activity that you can do .....

	No, not limited	Yes, limited
1. at home	_____	_____
2. at work	_____	_____
3. using transportation	_____	_____
4. in your recreational activities	_____	_____

5. Have any modifications been made to your home because of a health problem or a disability?

1. No _____
2. Yes _____ Please describe modifications (handrails, bathroom bars, etc.)

_____

_____

6. We are interested in learning about the kinds of help and support people have available to them through family, friends, and others. We have a list of some areas in which some people could use some assistance. For each area, we are interested in whether you are ABLE to do the task yourself and in whether anyone HELPS you with the task (whether you are able to do it or not), no matter who that person is (spouse, daughter, friend, paid worker, etc.).

NOTE TO INTERVIEWER: Reference point should be the last six months.

CODES FOR EACH COLUMN:

A: Ability	B: Help	C: More help
0 no help needed	0 no help provided	0 none
1 minimal help required	1 sporadic, "as needed"	1 a little
2 much help required	2 regular	2 some more
3 completely dependent		3 much more

	A. Ability	B. Do you get help with this?	C. Could you use more help?
IADL			
a. Light household chores	0 1 2 3	0 1 2 3	0 1 2 3
b. Heavy household chores	0 1 2 3	0 1 2 3	0 1 2 3
c. House maintenance	0 1 2 3	0 1 2 3	0 1 2 3
d. Transportation	0 1 2 3	0 1 2 3	0 1 2 3
e. Shopping	0 1 2 3	0 1 2 3	0 1 2 3
f. Food preparation	0 1 2 3	0 1 2 3	0 1 2 3
g. Personal business affairs (such as paying bills)	0 1 2 3	0 1 2 3	0 1 2 3

7. a. During the past 12 months, how often, on average, did you drink alcoholic beverages? Was it:

0. Never _____

1. Every day
2. 4-6 times a week
3. 2-3 times a week
4. Once a week
5. Once or twice a month
6. Less often than once a month

b. Thinking back over the past 7 days, on how many of these days did you have:

	No. of days
1. None	
2. one alcoholic drink per day	_____
3. 2 or more drinks per day	_____
4. 4 or more drinks per day	_____
5. 12 or more drinks per day	_____

8. Are you currently taking any pills prescribed by your doctor? Yes _____ No _____

9. Are you at all worried about your ability to manage or cope with health problems in the next few years?

   1. Extremely worried
   2. Very worried
   3. Somewhat worried
   4. Not very worried
   5. Not worried at all

E. FAMILY AND FRIENDS

I am now going to ask you a few questions about your friends and family.

1. Do you have any family members that you feel close to? That is, family members you feel at ease with, can talk to about private matters, or can call for help who do not live in the same household as yourself?

   1. No _____ (GO TO QUESTION 5)
   2. Yes _____ How many? _____ (number).

2. Do you see a close family member as often as:

   1. Daily
   2. At least once a week
   3. At least once a month
   4. Less than once a month
   5. Hardly ever

3. How long does it take to get where your nearest close family member lives? (by car)

   1. A few minutes
   2. Less than half an hour
   3. Less than an hour
   4. An hour or more
   5. Outside of Calgary

4. How often do you have contact by letter or telephone with at least one close family member?

   1. Daily
   2. At least once a week
   3. At least once a month
   4. Less than once a month
   5. Hardly ever

5. Not counting family members, do you have any close friends? That is, do you have any friends with whom you feel at ease, can talk to about private matters, or can call for help?

   1. No _____ (GO TO QUESTION 9)
   2. Yes _____ How many? _____ (number).

6. Do you see a close friend as often as:

   1. Daily
   2. At least once a week
   3. At least once a month
   4. Less than once a month
   5. Hardly ever

7. How long does it take to get to where your closest friend lives? (by car)

   1. A few minutes
   2. Less than half an hour
   3. Less than an hour
   4. An hour or more
   5. Outside of Calgary

8. How often do you have contact by letter or telephone with at least one close friend?

   1. Daily
   2. At least once a week
   3. At least once a month
   4. Less than once a month
   5. Hardly ever

9. We are also interested in the assistance (unpaid) you provide to others (in the past 6 months). This includes volunteer work through organizations such as hospitals, churches, sports associations and other volunteer organizations as well as unpaid help given to friends, neighbours, or acquaintances.

	Who is Helped Relationship (Code 3)			Is Any of This Help Regular	Is Any of This Help Sporadic
a. Personal care (e.g., washing, dressing feeding)	1__	2__	3__	1	2
b. Personal mobility (transfers, walking)	1__	2__	3__	1	2
c. Using the toilet	1__	2__	3__	1	2
d. Household chores or maintenance	1__	2__	3__	1	2
e. Transportation	1__	2__	3__	1	2
f. Shopping	1__	2__	3__	1	2
g. Business affairs	1__	2__	3__	1	2
h. When sick	1__	2__	3__	1	2
i. Emotional support	1__	2__	3__	1	2
j. Babysitting	1__	2__	3__	1	2
k. Financial support	1__	2__	3__	1	2
l. Housing in your home	1__	2__	3__	1	2
m. Volunteer work (teaching, fund-raising, office work)	1__	2__	3__	1	2
n. Advice or information about how to obtain proper medical treatment, legal assistance help from agencies, etc.	1__	2__	3__	1	2

WHO IS HELPED CODES

01 Spouse	07 Brother	99 No one
02 Mother	08 Other relatives/in-laws	
03 Father	09 Friends	
04 Daughter	10 Neighbours	
05 Son	11 Professionals/paid helpers	
06 Sister	12 Other	

F. DEMOGRAPHICS

Now I would like to ask some questions about yourself.

1. In what year were you born? _____ (year)

2. Were you born in Canada?

   1. Yes _____ (GO TO QUESTION 3)
   2. No _____ In what year did you first immigrate to Canada? _____ (year)

3. Can you speak English or French well enough to conduct a conversation? (mark only one category)

   1. English only
   2. French only
   3. Both English and French
   4. Neither English or French

4. In what language(s) other than English or French can you speak well enough to conduct a conversation?

   Languages 1. _____
   2. _____
   3. _____

5. To which ethnic group do you identify, if any? _____ (mark no more than two categories).

6. How long have you lived in Calgary? _____ (years)

7. How many years of schooling do you have? _____ (include grade school, high school, university or technical school).

8. What is your present marital status?

   1. Never married
   2. Married
   3. Living together in a marriage-like state (i.e., common-law)
   4. Divorced
   5. Separated
   6. Widowed

9. How many living children do you have? _____ (Number)

10. How many living grandchildren do you have? _____ (Number)

11. Would you currently describe yourself as:

    1. Working full-time _____ (at what job?) _____
    2. Working part-time _____ (at what job?) _____
    3. Working occasionally _____ (at what job?) _____
    4. Unemployed _____ (length of unemployment in months) _____ (months)
    5. Retired _____ (year retired) _____ (reasons for retirement)

12. What was your major occupation in life? _____

13. (If applicable), what was the major occupation of your partner? _____

14. Please tell me if you are receiving income from any of the following:

	Yes	No
1. Wages/salary	1	0
2. Investments	1	0
3. Private/company pension	1	0
4. Government transfers (OAS, GIS, CPP, AISH, etc.)	1	0
5. Family	1	0
6. Other	1	0

15. Of all your income sources you have mentioned, which one do you consider the **MAJOR** source? Is it .....

    1. Wages/salary
    2. Investments
    3. Private/company pension
    4. Government transfers
    5. Family
    6. Other

16. What is your average monthly income from all sources?

    01) No income _____
    02) Less than $250 _____
    03) $250 - 349 _____
    04) $350 - 499 _____
    05) $500 - 749 _____
    06) $750 - 999 _____
    07) $1,000 - 1,249 _____
    08) $1,250 - 1,499 _____
    09) $1,500 - 1,749 _____
    10) $1,750 - 1,999 _____
    11) $2,000 - 2,249 _____
    12) $2,250 - 2,499 _____
    13) $2,500 - 2,749 _____
    14) $2,750 - 2,999 _____
    15) $3,000 or more _____

17. In general, how do you think your total income from all sources currently satisfies your needs?

    1. Very well
    2. Adequately
    3. With some difficulty
    4. Not very well
    5. Totally inadequate

G. LIFE SATISFACTION

We have talked about a lot of things today. I would like to ask you to consider your life as it is right now. There are a number of key words or phrases which people use to identify various areas of their lives. After your hear each phrase, please consider how you would rate your own life, as it is right now.

1. Are you satisfied or dissatisfied about your . . .

   (INTERVIEWER: If DISSATISFIED, ask if very or somewhat dissatisfied; If SATISFIED, ask if very or somewhat satisfied).

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
1. **Health:** the present state of your overall health	1	2	3	4
2. **Finances:** your income and assets, including investments, etc.	1	2	3	4
3. **Family relations:** the kind and frequency of contact you have with family members, including personal contact, phone calls and letters.	1	2	3	4
4. **Friendships:** the kind and frequency of contact you have with friends, including personal contact, phone calls, and letters	1	2	3	4
5. **Participation:** the extent to which you take part in community life	1	2	3	4
6. **Housing:** the type, atmosphere, and state of your home	1	2	3	4
7. **Work or retirement:** your present labour force status whatever that might be	1	2	3	4

2. Using the same scale, how do you feel about your life as a whole? Would you say you are . . .

   1. Very dissatisfied
   2. Somewhat dissatisfied
   3. Somewhat satisfied
   4. Very satisfied

INTERVIEWER: THANK THE RESPONDENT FOR HIS/HER ASSISTANCE. RECORD TIME.

That concludes the interview. I have enjoyed talking with you and would like to thank you for participating in this study. Without your cooperation and assistance, the study would not be possible.

COMPLETE FOLLOW-UP SHEET

FOLLOW-UP SHEET FOR INTERVIEWER

1. WHO ELSE WAS PRESENT DURING THE INTERVIEW?

   1. No one
   2. Respondent's spouse
   3. Respondent's children
   4. Other relative
   5. Neighbour or friend
   6. Other (specify) _____

2. DO YOU THINK THIS AFFECTED THE RESPONDENT'S ANSWERS IN ANY WAY?

   No _____ Yes _____

3. RATE THE COOPERATION OF THE RESPONDENT:

   1. Excellent
   2. Good
   3. Average
   4. Fair
   5. Poor

4. DID THE RESPONDENT HAVE LANGUAGE DIFFICULTIES?

   1. No problem
   2. Some difficulty
   3. Great difficulty

5. DESCRIBE EXTRAORDINARY CONDITIONS THAT WOULD INDICATE THAT THE RESPONDENT MIGHT NEED SOME IMMEDIATE HELP – VERY ILL, VERY CONFUSED, PLACE IS A DREADFUL MESS. IF THERE IS WHAT YOU CONSIDER TO BE A SERIOUS PROBLEM, REPORT TO L. MCDONALD IMMEDIATELY (228-0059/220-6947).

_____

_____

_____

_____

_____

_____

_____

_____

Thank you!

BUSINESS AND COMMUNITY ORGANIZATIONS QUESTIONNAIRE

TELEPHONE SURVEY
Calgary, Alberta
June 1991

INTRODUCTION: Hello, my name is _____(full name)_____. I am part of a research team which has been hired by the City of Calgary to do an indepth study of the residents' views and opinions concerning the proposed redevelopment of the East Village community. Are you aware of, or do you know about the proposed redevelopment?

If YES, ——▸ **GO TO** next paragraph.

If NO, ——▸ *Basically, the proposal outlines a number of suggestions for improving the area including the development of new housing, commercial and community facilities. Also included in the proposal is the suggestion that the existing facilities and services will remain in the area and will not be effected in anyway by the redevelopment.*

In order to accurately portray all of the East Village residents' views, including the businesses and community organizations, I am calling you today to ask you to take about 30 minutes of your time to complete a brief telephone interview. If you would like, I can call back later at a time which is more convenient for you or we can go through the questionnaire right now. Please remember that your opinions and response to this survey are very important in terms of making sure that you and your business/organization needs are reflected in the city's proposal for redevelopment.

Do you have the time right now to complete the survey?

1. YES _____

   Person interviewed _____(name)

   Position 1. Owner _____
   2. Manager _____

   Date: _____ **GO TO QUESTION 1**

2. No _____ ——▸ **IF NO,** arrange a time to call back to complete the survey.

Interview Call-back Instructions: Briefly review the purpose of the survey and proceed to page 2.

Date Interview Conducted _____
Time Interview Conducted _____

Interviewer: First, I would like to ask you a few basic questions about your business/organization.

1. How would you classify your business/organization? Would you say it was:

   1. Manufacturing/Industrial _____
   2. Construction _____
   3. Transportation _____
   4. Wholesale trade _____
   5. Retail trade _____
   6. Finance _____
   7. Personal services _____
   8. Business and Miscellaneous Services _____
   9. Non-profit organization _____
   10. Club/community organization _____
   11. Other (specify):_____

   _____

2. Would you please provide us with a <u>brief</u> description of what your business/organization does (e.g., what service/products it produces or provides, what activities it engages in.) _____

   _____

   _____

   _____

3. How many people does this business/organization employ?

   a) full-time _____ (Number of people)
   b) part-time _____ (Number of people)
   c) volunteer _____ (Number of people)

4. How long has this business/organization been in existence? _____ (Number of years)

5. a. How long has this business/organization been located in the East Village (e.g., this area of the city)?

   _____

   _____

   If company/organization has been in the East Village for 5 years or more GO TO the QUESTION 1.

   b. Where was the company/organization located before it was moved to this area?

   _____
   (area or address)

   c. Why was the company/organization relocated to this area (e.g., lower rent, closer to clients, etc.)?

   _____

INTERVIEWERS: Thank you. I would now like to ask you some questions about your thoughts on the elderly and the homeless persons who reside in this area.

1. How often do you **see** a/an _____ (fill-in with categories below) in this area?

	Never See	Once a Week	2-3 Times/ week	4-5 Times/ week	Every day	DK/NA
a) Elderly person	0	1	2	3	4	9
f) Homeless person	0	1	2	3	4	9

2. Approximately how many _____ (fill-in with categories below) do you SEE in this area in a given week?

	# of people
a) Elderly people	_____
b) Homeless people	_____

3. a. How often do you actually **come in contact** with _____ (fill-in with categories below) in this area (talk to them, give money, etc.)?

	Never in Contact	Once a Week	2-3 Times/ week	4-5 Times/ week	Every day	DK/NA
a) Elderly person	0	1	2	3	4	9
b) Homeless person	0	1	2	3	4	9

b. Approximately how many _____ (fill-in with categories below) do you actually come in contact with in **this area** (i.e., the East Village)?

	# of people
a) Elderly people	_____
b) Homeless people	_____

c. How often does a/an _____ (fill-in with categories below) **come into your place of business/organization?**

	Never in Contact	Once a Week	2-3 Times/ week	4-5 Times/ week	Every day	DK/NA
a) Elderly person	0	1	2	3	4	9
b) Homeless person	0	1	2	3	4	9

d. Approximately how many _____ (fill-in with categories below) do you actually come in contact with **at your place of business** in a given week?

	# of people
a) Elderly people	_____
b) Homeless people	_____

e. What is the nature of your contact with:

(1) The elderly? _____

_____

(2) The homeless? _____

_____

5. What kind of feelings do you experience when you see or come into contact with _____ (the elderly/the homeless) (e.g., sadness, pity, revulsion, disgust, etc.)?

(1) The elderly? _____

_____

(2) The homeless? _____

_____

6. a. Thinking about the various kinds of experiences you, or your company/organization, has had with the homeless, would you say your experiences have been:

1) Primarily positive _____
2) Primarily negative _____
3) Both negative and positive _____

b. Would you please describe to me some examples (up to 3) of your _____ (positive/negative) experiences with the homeless.

1) Positive: _____

_____

_____

2) Negative: _____

_____

_____

7. Given your experiences with homeless people, do you think that they interfere with or are in someway harmful to your business/organization? Yes _____ No _____

If YES, please explain how they interfere with your business/organization operations?

_____

_____

_____

8. Would you please tell me how you go about identifying homeless people? That is, when you see a person on the street, what is it about them that leads you to think that they are homeless or transients? (Please describe in detail.)

_____

_____

_____

9. What are your sources of information about homeless people? (e.g., radio, TV, personal experiences, etc.).

_____

_____

_____

10. In the last year, do you think the homeless problem has gotten worse, better or stayed the same?

1) Better _____
2) Worse _____
3) Stayed the same _____

11. Have you ever given money to or bought a meal for a homeless person?

1) Yes _____

2) No _____

12. I am going to read you a list of the types of people you may encounter in the East Village. I would like you to rate your attitudes towards them. In general, on a scale of 1 to 5, with 1 being "very unsympathetic" and 5 "very sympathetic," what would you say your attitude is towards:

	Very Unsympathetic				Very Sympathetic
1) The elderly	1	2	3	4	5
2) Teens hanging out on the street	1	2	3	4	5
3) The homeless	1	2	3	4	5

13. a. Now, I am going to read you a list of facilities and organizations in this area. I would like you to tell me how you FEEL about having them located in your area. In general, on a scale of 1 to 5, with 1 being "very unfavorable" to 5 "very favorable," what would you say your feelings are about:

	Very Unfavorable				Very Favorable
1. The Multicultural Centre	1	2	3	4	5
2. The Single Men's Hostel	1	2	3	4	5
3. The International Hostel	1	2	3	4	5
4. The Golden Age Club	1	2	3	4	5
5. The Drop-In Centre	1	2	3	4	5
6. The Seniors' Residences	1	2	3	4	5

b. Now, I would like you to tell me how you would feel about having _____ (read "1" through "5" below) in this neighborhood. On a scale of 1 to 5, 1 = very unfavorable and 5 = very favorable, how would you feel towards having:

	Very Unfavorable				Very Favorable
1. A shelter for 20 or more homeless persons	1	2	3	4	5
2. A shelter for up to 10 homeless persons	1	2	3	4	5

c.

	Large Contribution				No Contribution
In your opinion, does this make a contribution to the community?	1	2	3	4	5

14. In your opinion, what do you think could be done or should be done to address the needs of homeless people living in East Village at the present time? _____

_____

_____

_____

15. In your opinion, **WHO** do you think should be responsible for helping homeless people address their needs? (the community; businesses; municipal, provincial, federal governments, etc.).

_____

_____

_____

16. In terms of addressing the needs of the homeless in the East Village, what contribution would you or your organization be willing to make towards this end?

_____

_____

_____

Finally, I would like to ask you a few questions about the City's proposal to redevelop the East Village.

1. What kinds of changes would you like to see the City make to the East Village? Would you like to see:

   a) New housing/residential development: No _____ Yes _____

      If YES, 1. What kind would you like to see? _____

      _____

      _____

      2. Within the East Village, where would you like to see it located?

      _____

      _____

   b) New commercial development: No _____ Yes _____

      If YES, 1. What kind would you like to see? _____

      _____

      _____

      2. Within the East Village, where would you like to see it located?

      _____

      _____

   c) New recreational development: No _____ Yes _____

      If YES, 1. What kind would you like to see? _____

      _____

      _____

2. Within the East Village, where would you like to see it located?

_____

_____

d) New development of low-income/low-cost housing: No _____ Yes _____

If YES, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

e) Extended development of existing services to:

1) The Seniors: No _____ Yes _____

If NO, Why not? _____

If YES, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

2) The Homeless: No _____ Yes _____

If NO, Why not? _____

If YES, 1. What kind would you like to see? _____

_____

_____

2. Within the East Village, where would you like to see it located?

_____

_____

2. Overall, in terms of your business, would the proposed redevelopment be a hinderance or a help?

   a) hinderance
   b) help
   } ⟶ GO TO QUESTION 3

   c) will not effect business _____ ⟶ GO TO QUESTION 4

3. Please explain your reasons for why you think the redevelopment of this area will be a _____ (hinderance/help).

   _____

   _____

   _____

4. If the city goes ahead with its plans for redevelopment, would you move your business or organization out of the area?

   No _____ Yes _____

   If YES, What would your reasons be for moving? _____

   _____

Thank you very much for your time and cooperation. Is there anything else you would like us to know concerning your views of the redevelopment or the homeless in the East Village?

_____

_____

_____

_____

Thank you!

APPENDIX II: SAMPLING LISTS

A) Service Providers Sampling List

B) The Businesses and Community Organizations Sampling List

SAMPLING LIST OF THE SERVICE PROVIDERS

A.C.E. Child Development Centre	No response
Alberta Vocational Centre	Responded
Calgary Community Support Services	Responded
Calgary Drop-In Centre	Responded
Calgary East Village Housing Society	Responded
Calgary Health and Family Planning	Refused
Calgary Industrial Labor	No response
Churchill Park Child Development Centre	Responded
Downtown Calgary Health Services	Responded
Edward's Place Home Care Office	Responded
Dr. S. Kowalewski	No response
Dr. C.I. McCullough	No response
O.P.E.C.S.	Responded
Y.W. Sheriff King Home	Responded
Y.W.C.A.	Responded
The Booth Centre/Harbor Lights	Responded
Joyce Shaw/St. John's Soup Kitchen	No response
Eastern Core Downtown Outreach Workers	Responded

SAMPLING LIST FOR BUSINESS AND COMMUNITY ORGANIZATIONS

Alberta Locker Service	No response
Alice's Beauty Salon	Responded
Billingsgate Fish Company	Responded
B.J.'s Gym Ltd./Weightlifters Warehouse	Responded
Brown's Food Service Equipment	No response
Butchers and Packers Supply	Refused
Cafe Bello Sport	No response
Calgary Action Group for the Disabled	Responded
Calgary Chinese Cultural Centre	Responded
Calgary Civic Employees Credit Union	No response
Calgary Firefighters Association	Responded
Calgary Industrial Backhoe	Responded
Calgary International Hostel	Responded
Calgary Multicultural Centre	Responded
Calgary Orthotic/Prosthetic Service	Responded
Can-Pro Gas and Propane	No response
Cattleman's Food Service	Responded
Cecil Coffee Shop	No response
City Wide Parking Lot Maintenance	Responded
C.N.C.P. Telecommunications	Responded
Copez Properties Ltd.	Responded
Country Music Association	Responded
Downtown Auto Sales Ltd.	Responded
East Calgary General Store	Refused
Edward's Place Senior Citizens	Responded
Free Choice Video	Responded
Evergreen Irrigation Ltd.	Refused
Fairdeal Auto Sales Ltd.	No response
Ft. Calgary Interpretive Centre	No response
G.E. Railcar Repair Corporation	Responded
Glenmore Boats/G.B. Batteries	Responded
Golden Age Club	Responded
King Edward Hotel	Refused
Kingfisher Seafoods Restaurant	Responded
Kwality Galore	No longer in East Village
Marcel Furniture Repair & Finishing	No longer in East Village
Murdoch Beauty Salon	Responded
Precision Printing Draft	No longer in East Village
Quality Paint/Auto Body	No response
R & R Financial Planning	Refused
R.C. Auto Repairs Ltd.	No longer in East Village
Security National Insurance	Responded
St. Louis Hotel	Responded
St. Louis Restaurant	No response
Task Force Ltd.	Responded
Timberline Woodworks	Refused
T.L.C. Auto Detail	Responded
United Food Commercial Workers	No response
V.S. Services Ltd.	No response

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